Panasonic

Cordless Answering System

Model No. KX-TCM418ALW

Operating Instructions

DSP DYNAMIC SOUND FOCUS PLUS

PLEASE READ BEFORE USE AND SAVE.

Charge the battery for about 3 hours before initial use.

Preparation

Cordless Telephone

Answering System

Useful Information

Before Initial Use

Thank you for purchasing your new Panasonic cordless telephone.

For your future reference

Serial No. _____
(found on the bottom of the unit)

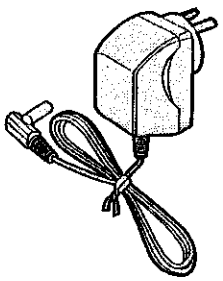
Date of purchase _____

Name and address of dealer _____

Attach or keep original receipt to assist with any repair under warranty.

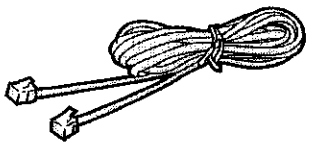
Accessories–check all are included.

☐ AC Adaptor (p. 9)



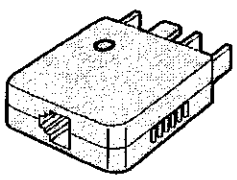
one

☐ Telephone Line Cord (p. 9)



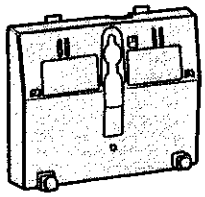
one

For Australia only
☐ Telephone Plug (p. 9)



one

☐ Wall Mounting Adaptor (p. 50, 52)

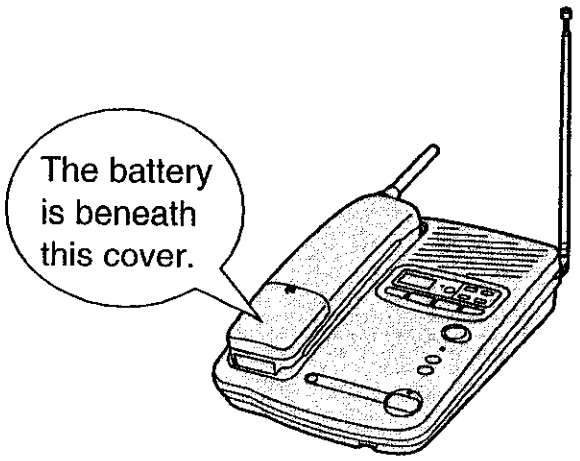


one

For Best Performance

Battery Charge

A rechargeable Ni-Cd battery powers the handset.
Charge the battery for about **3 hours** before initial use (p. 10).

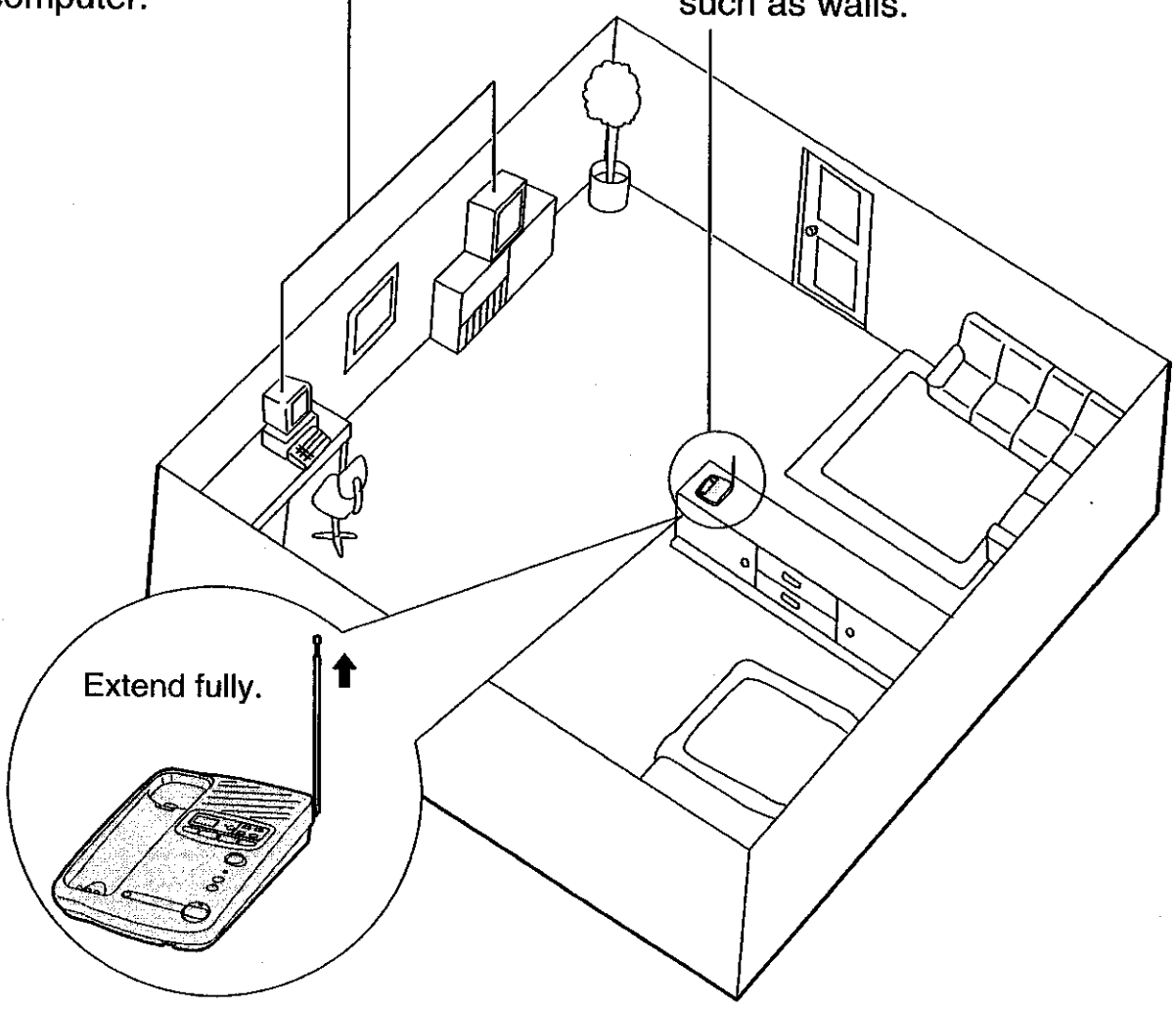


Base Unit Location

Calls are transmitted between the base unit and the handset using wireless radio waves. **For maximum distance and noise free operation**, the recommended base unit location is:

Away from electrical appliances such as a TV, radio, or personal computer.

In a HIGH and CENTRAL location with no obstructions such as walls.



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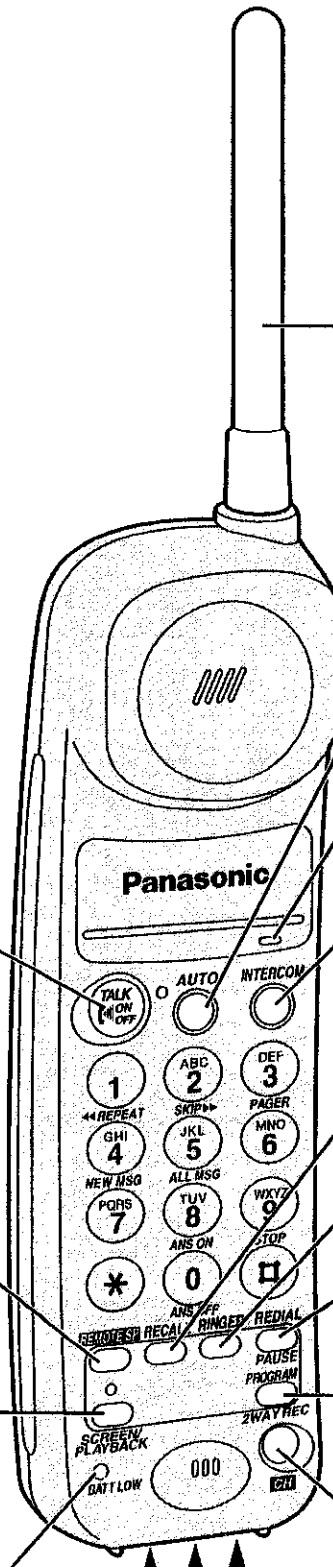
Location of Controls

Handset



Antenna

AUTO Button (p. 26)

INTERCOM Indicator (p. 24, 28)

INTERCOM Button (p. 28)

TALK Button and Indicator (p. 20)

RECALL Button (p. 31)

REMOTE SP (Speakerphone) Button (p. 24)

RINGER Button (p. 21)

REDIAL/PAUSE Button (p. 20, 30)

SCREEN/PLAYBACK Button and Indicator (p. 14, 44, 46)

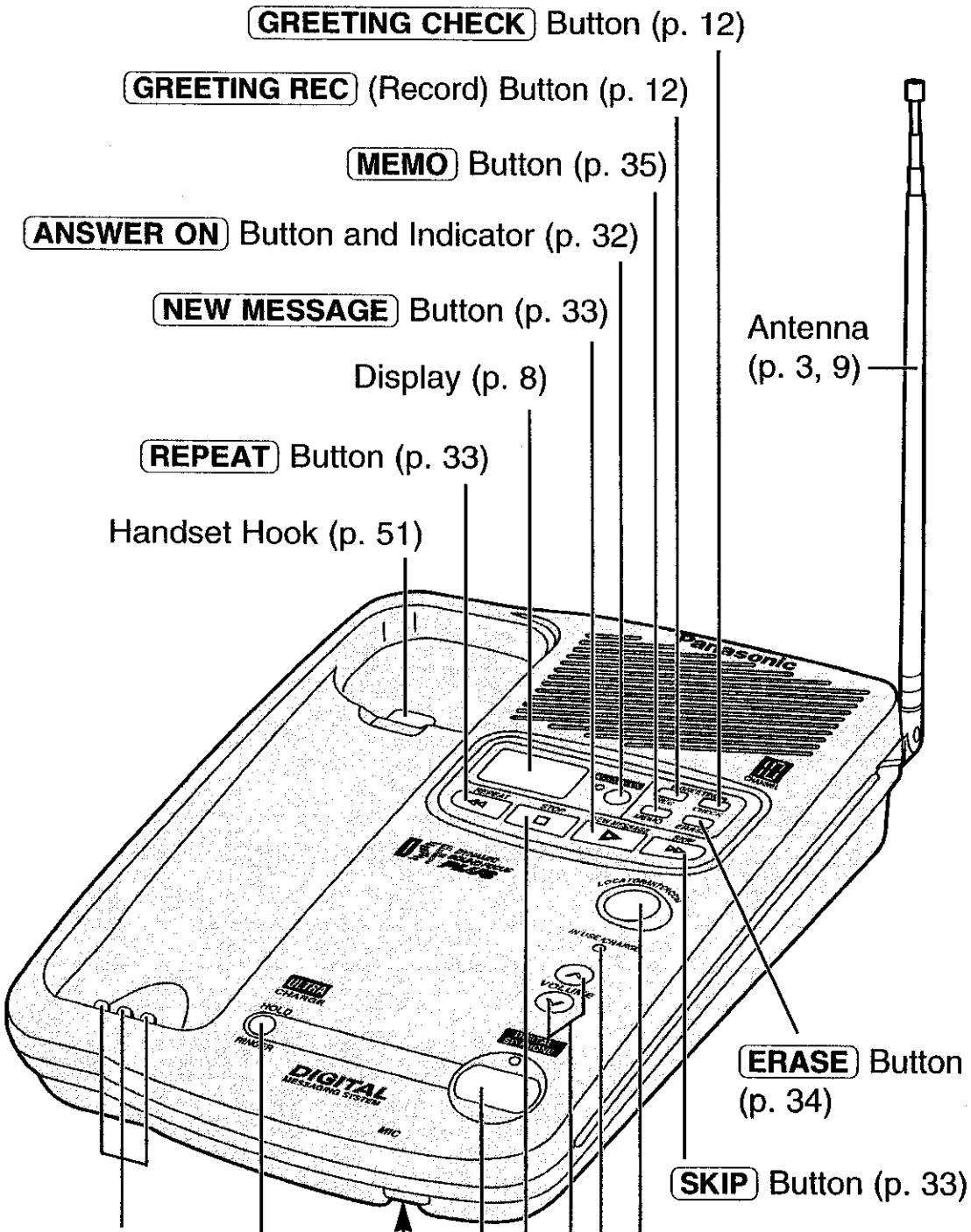
PROGRAM/2WAY REC (Record) Button (p. 14, 26, 46)

CH (Channel) Button (p. 20)

BATT (Battery) LOW Indicator (p. 10)

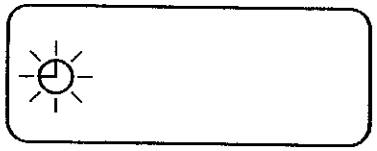
Charge Contacts (p. 11)

Base unit

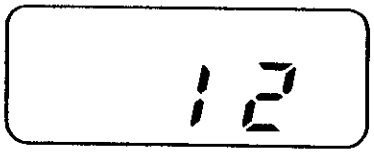

GREETING CHECK Button (p. 12)
GREETING REC (Record) Button (p. 12)
MEMO Button (p. 35)
ANSWER ON Button and Indicator (p. 32)
NEW MESSAGE Button (p. 33)
Display (p. 8)
REPEAT Button (p. 33)
Handset Hook (p. 51)
Antenna (p. 3, 9)
ERASE Button (p. 34)
SKIP Button (p. 33)
LOCATOR/INTERCOM Button (p. 28)
IN USE/CHARGE Indicator (p. 10)
VOLUME ^, v Buttons (p. 12, 22)
STOP Button (p. 12, 33)
Charge Contacts (p. 11)
HOLD/RINGER Button (p. 23)
MIC (Microphone) (p. 12, 22, 35)
DIGITAL SP-PHONE (Speakerphone) Button and Indicator (p. 22)

Location of Controls

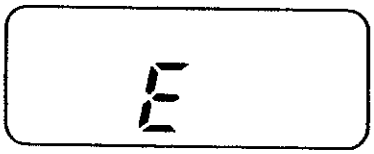
Base unit display



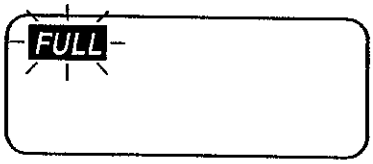
The clock needs adjusting (p. 15).



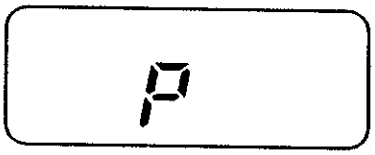
12 messages have been recorded.



Your message was not recorded correctly. Record it again (p. 12, 35).

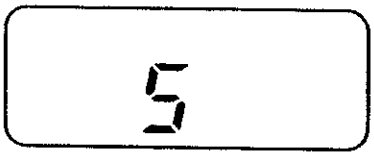


Memory is full. Erase some or all of the messages (p. 34).



The unit is in programming mode.

The recording time is set to "greeting only" (p. 16).



The speaker volume level is set to "5". You can select:

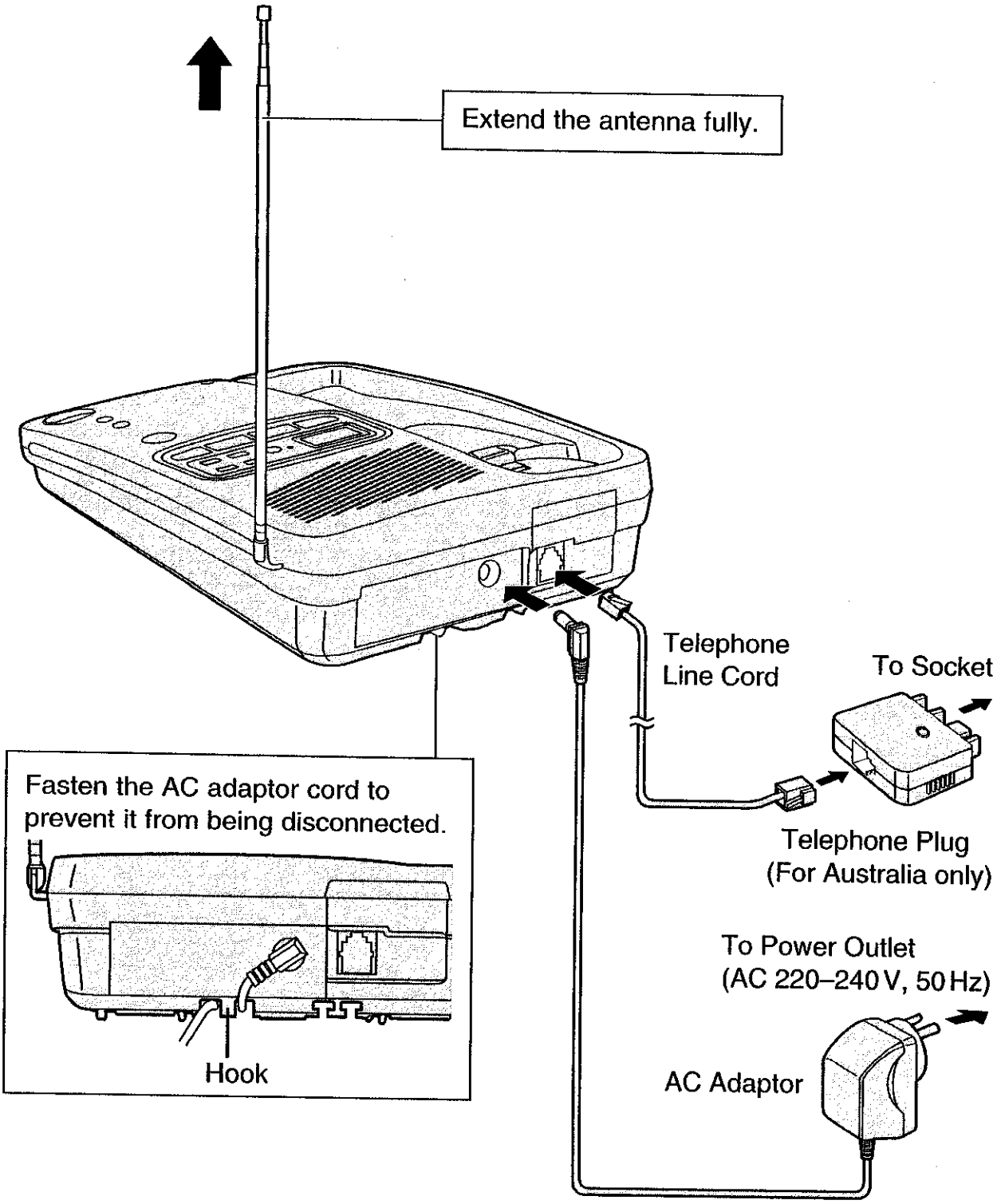
- 9 levels (0–8) while using the answering system (p. 12, 33).
- 8 levels (1–8) while using the speakerphone (p. 22).

The base unit ringer volume is set to OFF (p. 23).

The pager call mode is set to ON (p. 37).

Settings

Connections

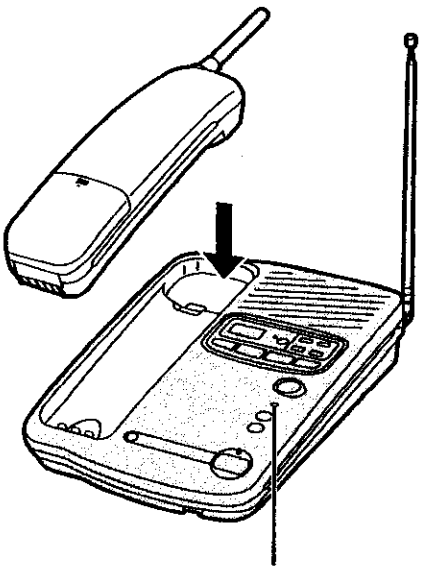

Extend the antenna fully.
Telephone Line Cord
To Socket
Telephone Plug (For Australia only)
To Power Outlet (AC 220–240 V, 50 Hz)
AC Adaptor
Fasten the AC adaptor cord to prevent it from being disconnected.
Hook

- USE ONLY WITH Panasonic AC ADAPTOR KX-A11BA.
- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
- To connect a standard telephone on the same line, see page 52.
- KX-TCM418ALW is not designed to be used with rotary (pulse dialling) services.
- KX-TCM418ALW will not answer incoming calls on your FaxAbility number.

Battery Charge

Place the handset on the base unit and charge for about **3 hours** before initial use.

- The IN USE/CHARGE indicator lights.

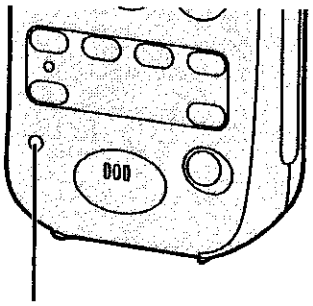


IN USE/CHARGE Indicator

Recharge

When the BATT LOW indicator flashes or the unit beeps intermittently, recharge the battery for about 3 hours.

- If you DO NOT recharge the handset battery for more than 10 minutes, the BATT LOW indicator will continue to flash.



BATT LOW Indicator

Battery information

After your Panasonic battery is fully charged (p. 10);

Operation	Approx. battery life
While in use (TALK)	Up to about 8 hours
While not in use (Stand-By)	Up to about 30 days

- Battery life may vary depending on usage conditions and ambient temperature.
- **Clean the handset and the base unit charge contacts with a soft dry cloth once a month. Clean more often if the unit is subject to grease, dust or high humidity.** If not, the battery may not charge properly.
- If the battery is fully charged, you do not have to place the handset on the base unit until the BATT LOW indicator flashes. This will maximize the battery life.
- The battery cannot be overcharged.

Greeting Message

You can record a personal greeting message. If not, one of two pre-recorded greetings will be played when a call is received (p. 13).

All messages (greeting, incoming, memo, etc.) are stored in digital memory (p. 13). The **total recording time is about 16 minutes**. We recommend you record **a brief greeting message** (see the sample on the next page) in order to leave more time for recording new messages.

To record a greeting message

1 Press **GREETING REC** to start the recording mode.

- "Press RECORD again to record greeting." is heard.

2 Within 5 seconds, press **GREETING REC** again to record your greeting.

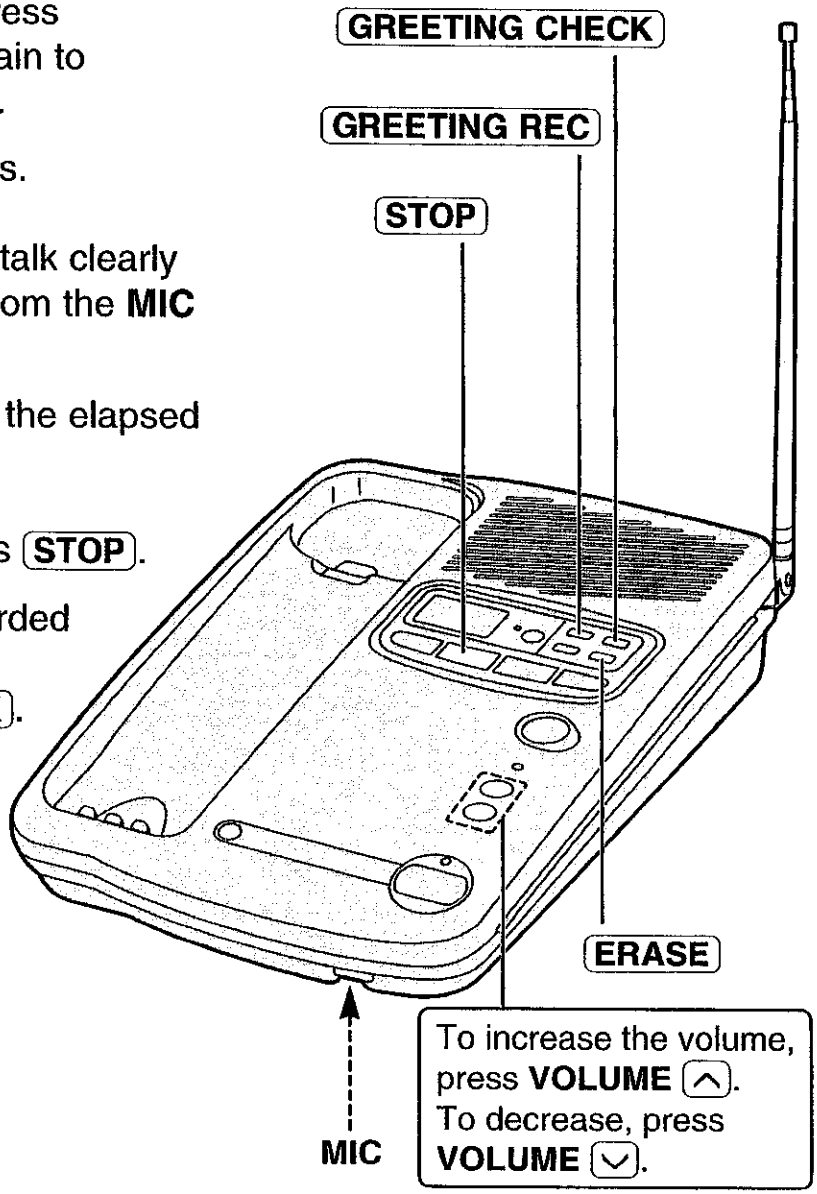
- A long beep sounds.

3 After the long beep, talk clearly about 20 cm away from the **MIC** (microphone).

- The display shows the elapsed recording time.

4 When finished, press **STOP**.

- **To check** the recorded greeting, press **GREETING CHECK**.
- To change the message, repeat from step 1.



Greeting message sample

"Hello, this is (your name and/or number). Sorry I cannot take your call. Please leave a message after the beep. Thank you."

To erase the recorded greeting message

Press GREETING CHECK ➡ press ERASE while the message is being played.

- The unit will answer a call with a pre-recorded greeting.

Pre-recorded greeting message

If you do not record a greeting message (p. 12), one of the following two messages will be played when a call is received depending on the caller's recording time (p. 16).

To check the pre-recorded greeting, press GREETING CHECK.

- A pre-recorded greeting will be played as below.

■When the recording time is set to "1 minute" or "unlimited";
"Hello, we are not available now. Please leave your name and phone number after the beep. We will return your call."

■When the recording time is set to "greeting only";
"Hello, we are not available now. Please call again. Thank you for your call."

Flash Memory Message Backup

Messages are stored indefinitely on a "flash memory" IC chip—even if a power failure occurs. All of the messages are saved until you erase them.

Programmable Preparations

You can program the following functions **by using the handset near the base unit**. See the noted pages for details.

The TALK and DIGITAL SP-PHONE indicator lights must be off before programming.

Lift the handset, then press **PROGRAM/2WAY REC**.

↓

Press **SCREEN/PLAYBACK**.

↓

- If an alarm tone sounds, move closer to the base unit, then try again.

To adjust **the time and day**, press 0.	(page 15)
To set **the remote code**, press 1.	(page 39)
To select **the number of rings**, press 2.	(page 17)
To set **the CPC function**, press 3.	(page 18)
To set **the greeting monitor function**, press 4.	(page 19)
To select **the caller's recording time**, press 5.	(page 16)
To store **the pager number**, press #.	(page 36)

↓

When finished, press **PROGRAM/2WAY REC**.
- A confirmation tone sounds.*

- To cancel during programming, press **PROGRAM/2WAY REC**, then start from the beginning.
- If 6 beeps sound during programming, a wrong key was pressed. Enter the correct number again.

* What the confirmation tone means

1 beep: The new programmed number is stored.
2 beeps: The number is the same as the previously stored one.
6 beeps: The number is not correct. Try again from the beginning.

If a power failure occurs, the setting will return to the factory preset. Reprogram if necessary.

Time and Day Adjustment

Voice Time/Day Stamp: During playback, a synthesized voice will announce the time and day when each message was recorded.

1 Press **PROGRAM/2WAY REC**.
- The TALK indicator flashes.

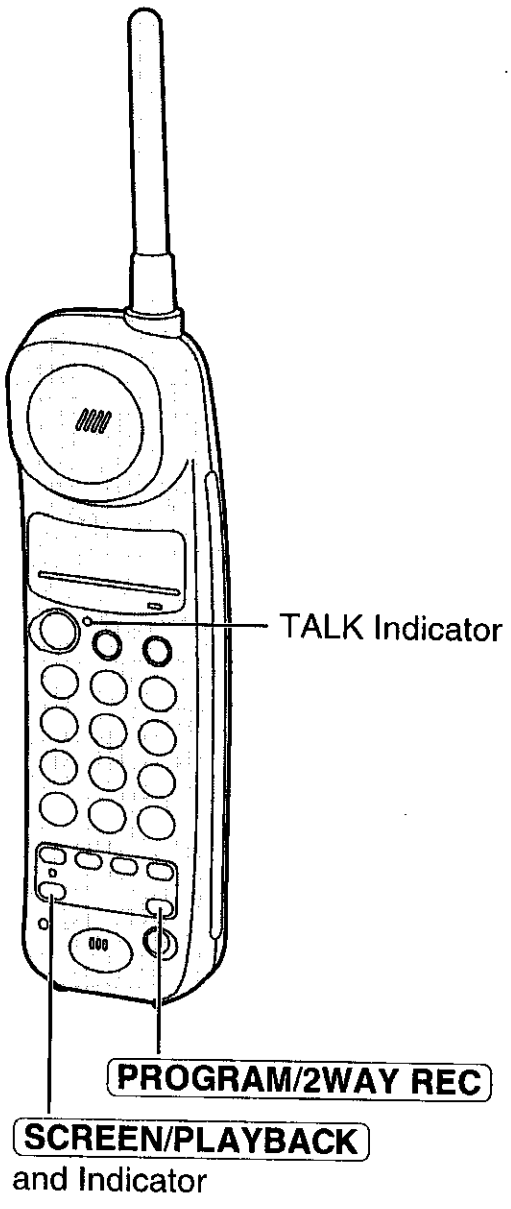
2 Press **SCREEN/PLAYBACK**.
- The indicator lights.
- "P" is displayed on the base unit.

3 Press 0.
- "⏲" is displayed.
- "Set time" is announced. The time/day will be heard if it was adjusted beforehand.

4 Enter the current time (hour and minute) by using a 4-digit number. (Ex. To set 9:30, enter "0930".)
- The entered number is displayed.

5 Press ✱ to select "AM" or "PM". Press # repeatedly to set the day.

6 When finished, press **PROGRAM/2WAY REC**.
- The unit announces the time/day. The clock starts working.



- In step 4, you cannot enter numbers greater than 12. **Do not use military time.** (To set 13:00 hours, enter "0100" and select "PM" by pressing ✱.)
- The accuracy of the clock is approximately ±45 seconds a month at room temperature.

To check the time/day

Press **PROGRAM/2WAY REC** ➡ **SCREEN/PLAYBACK** ➡ 0.
- The current time/day is heard.

When finished, press **PROGRAM/2WAY REC**.

Selecting the Caller's Recording Time

You may select the caller's recording time as either "1 minute", "unlimited" or "greeting only". Your phone comes from the factory set to "unlimited".

1 Press **PROGRAM/2WAY REC**.

- The TALK indicator flashes.

2 Press **SCREEN/PLAYBACK**.

- The indicator lights.
- "P" is displayed on the base unit.

3 Press 5.

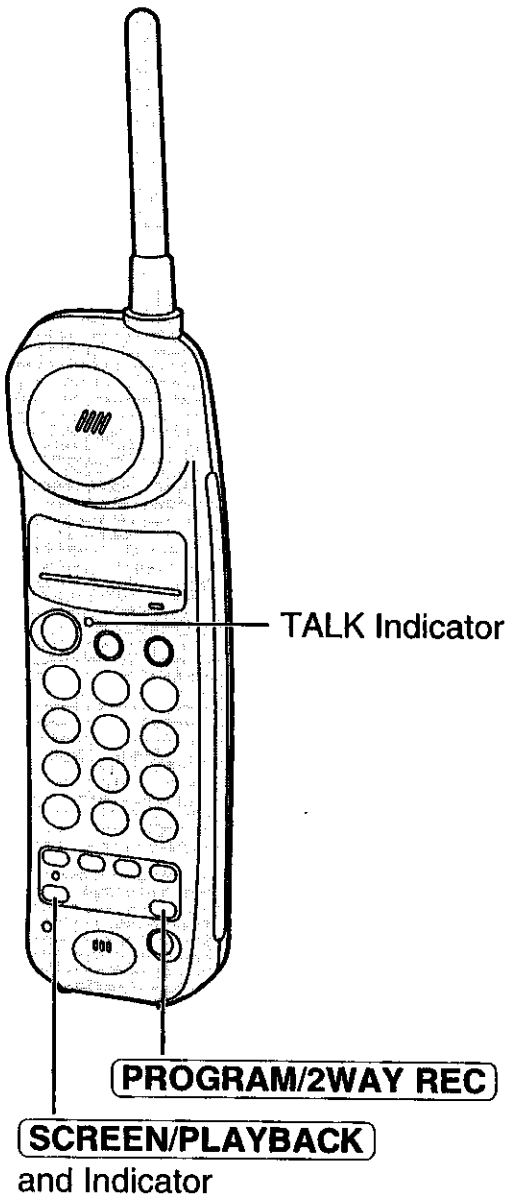
- The current setting is displayed.
  - **1:** 1 minute
  - **2:** unlimited (factory preset)
  - **3:** greeting only

4 Press 1, 2 or 3 to select the recording time.

- The setting is displayed.

5 When finished, press **PROGRAM/2WAY REC**.

- The indicator lights go out.



If you select "greeting only", the unit will answer a call with the greeting message, and then hang up. The unit will not record any incoming messages.

Selecting the Number of Rings

You may select the number of rings before the answering system answers a call, from "2" to "4" or "AUTO (for Toll Saver)". Your phone comes from the factory set to "AUTO".

1 Press **PROGRAM/2WAY REC**.
- The TALK indicator flashes.

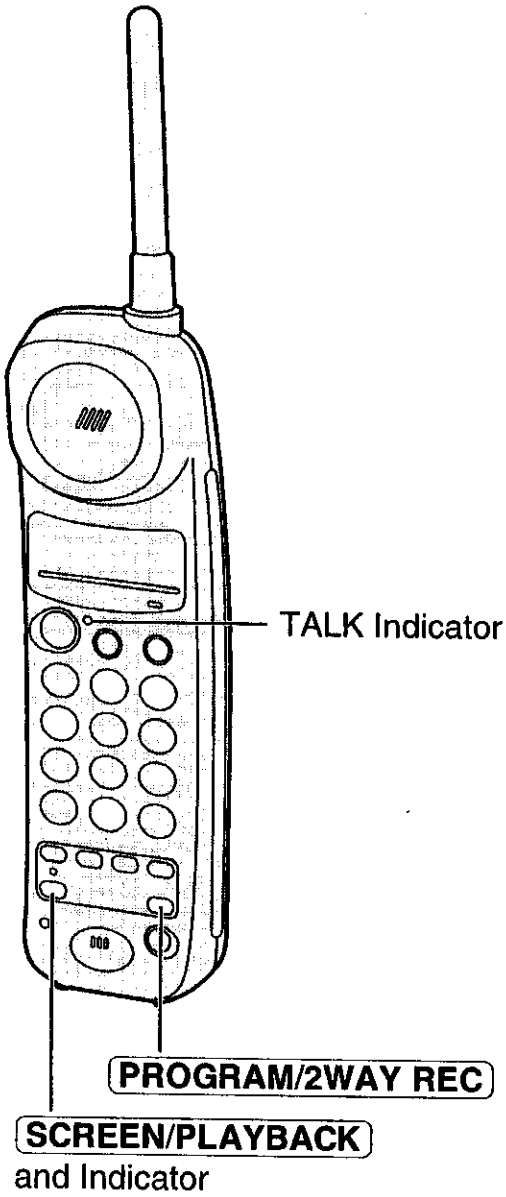
2 Press **SCREEN/PLAYBACK**.
- The indicator lights.
- "P" is displayed on the base unit.

3 Press 2.
- The current setting is displayed.

4 Press a dialling button 0, or 2 to 4 to set the number of rings.

0: Selects "AUTO".
"A" is displayed.
2-4: The unit will answer after the selected number of rings.

5 When finished, press **PROGRAM/2WAY REC**.
- The indicator lights go out.



Toll Saver (When set to "AUTO")

When you call the unit from a touch tone telephone:
If the unit answers on the 2nd ring, there is at least one new message.
If the unit answers on the 4th ring, there are no new messages.
Hang up when you hear the 3rd ring. This will save you the toll charge for the call.

Setting the CPC (Calling Party Control) Function

The CPC function is preset to "A". If you use a call waiting service, set to "b", or the call waiting tone will disconnect someone leaving a message.

1 Press **PROGRAM/2WAY REC**.

- The TALK indicator flashes.

2 Press **SCREEN/PLAYBACK**.

- The indicator lights.
- "P" is dispalyed on the base unit.

3 Press 3.

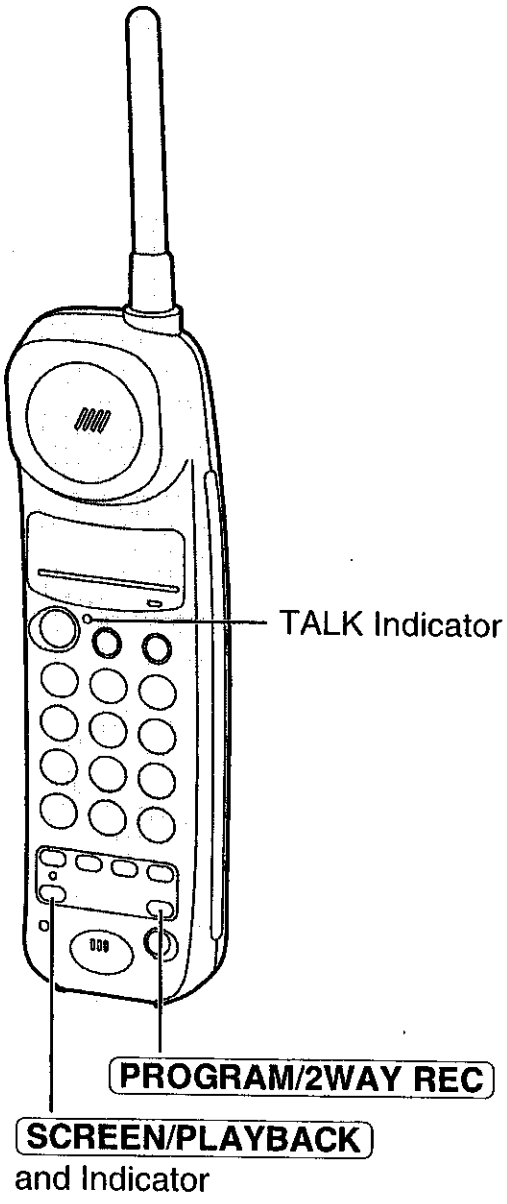
- The current setting, "A" or "b", is displayed on the base unit.

4 To select "b", press 2.
OR
To select "A", press 1.

- The setting is displayed.

5 When finished, press **PROGRAM/2WAY REC**.

- The indicator lights go out.



Setting the Greeting Monitor Function

When your greeting message is being played to the caller, you can also listen to it through the speaker. To listen to your greeting, set to "2 (ON)". Your phone comes from the factory set to "1 (OFF)".

1 Press **PROGRAM/2WAY REC**.

- The TALK indicator flashes.

2 Press **SCREEN/PLAYBACK**.

- The indicator lights.
- "P" is dispalyed on the base unit.

3 Press 4.

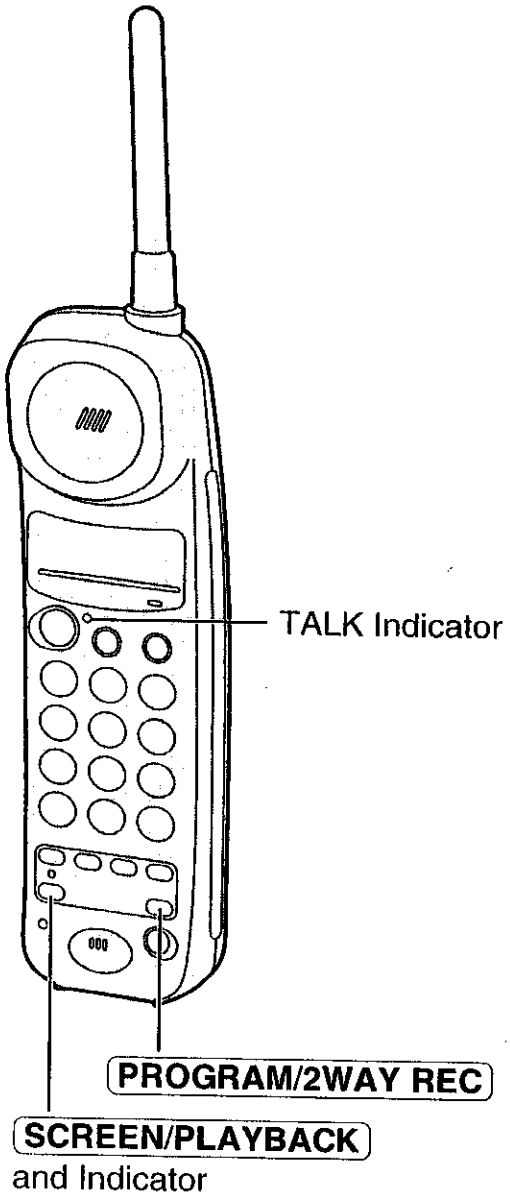
- The current setting, "1" or "2", is displayed on the base unit.

4 To select "2 (ON)", press 2.
OR
To select "1 (OFF)", press 1.

- The setting is displayed.

5 When finished, press **PROGRAM/2WAY REC**.

- The indicator lights go out.



Making Calls

1 Press TALK.

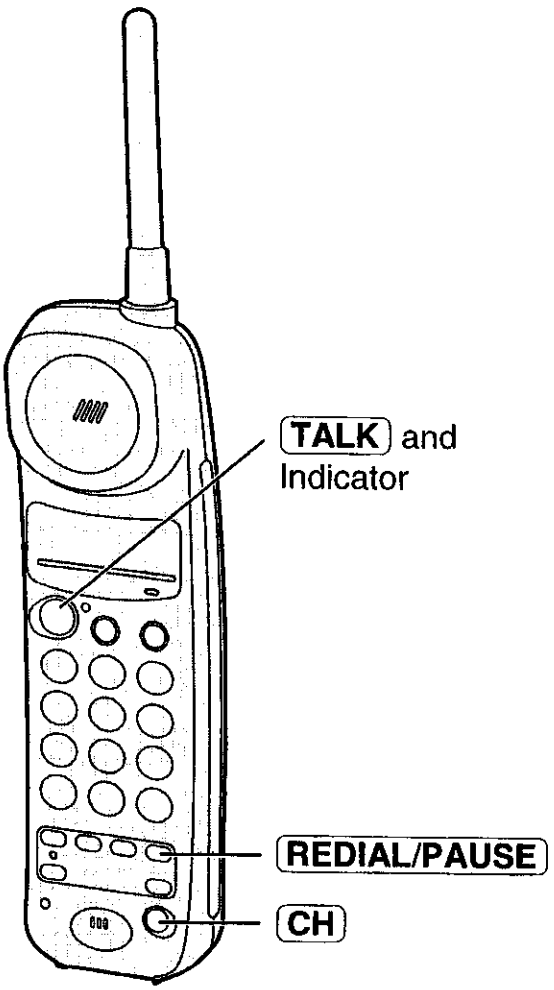
- The TALK indicator lights.

2 Dial a telephone number.

3 To hang up, press TALK or place the handset on the base unit.

- The TALK indicator light goes out.

- If an alarm tone sounds in step 1, move closer to the base unit or place the handset on the base unit and try again.
- To switch to the speakerphone during a call with the handset, see page 24.



To redial the last number dialled

Press TALK ➡ REDIAL/PAUSE.

If noise interferes with the conversation

Press CH to select a clearer channel or move closer to the base unit.

Luminous Talk key

The TALK button uses non-radioactive luminescent material which can absorb light energy of sunlight or lamps (incandescent, fluorescent, halogen, etc.) and release this absorbed light for darkened room operation.

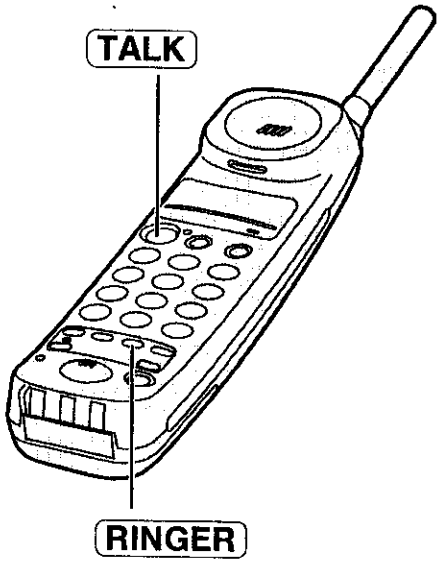
- As the absorbed energy in the TALK button material decreases, the button brightness will fade naturally.
- Button brightness and duration depends on the amount of room lighting and exposure time.

Answering Calls

With the Handset

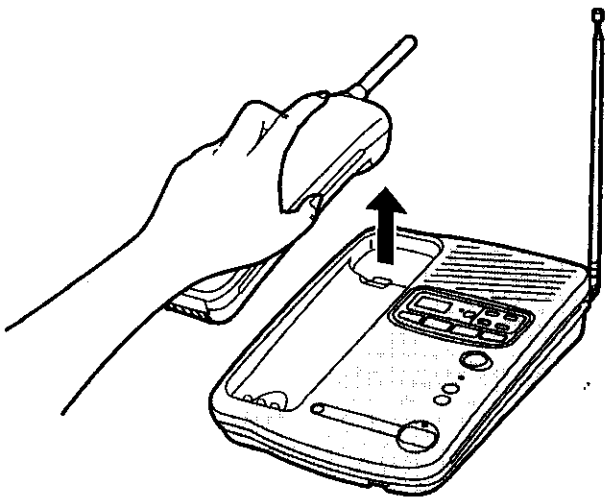
If the handset is off the base unit, press TALK.

- You can also answer a call by pressing any dialling button 0 to 9, * or # (—**Any Key Talk**).



OR

If on the base unit, just lift up.



Adjusting the handset ringer volume

The TALK indicator light must be off.

- **To select HIGH (preset) or LOW,** press RINGER briefly. (Each time you press the button briefly, the selected volume will ring and the ringer volume will change.)
- **To turn the ringer OFF,** press and hold RINGER until 2 beeps sound.
- **To turn the ringer ON,** press RINGER briefly. The ringer will sound at the HIGH level.

Back-lit

The dialling buttons will light while dialling and flash when a call is received. The lights will go out about 10 seconds after dialling or answering a call.

With the Base Unit (Digital Duplex Speakerphone)

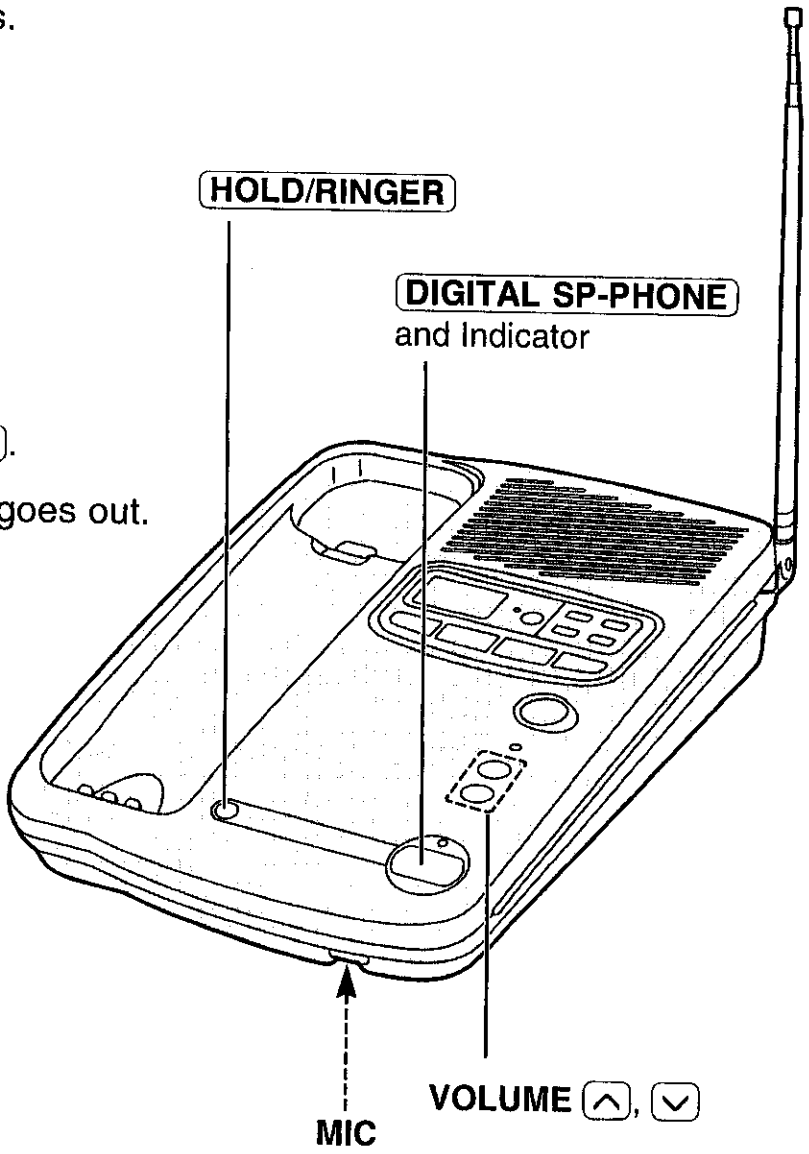
1 Press **DIGITAL SP-PHONE**.

- The indicator lights.

2 Talk into the **MIC**.

3 To hang up, press **DIGITAL SP-PHONE**.

- The indicator light goes out.



- While using the speakerphone, if the handset is on the base unit, you may switch to it by lifting it up.
- The **DIGITAL SP-PHONE** button is designed only for answering calls. If you press it to make a call, a dial tone may not be heard. This is normal.

To adjust the speaker volume (8 levels) while talking

To increase, press **VOLUME** ^. To decrease, press **VOLUME** v.

Hands-Free Digital Duplex Speakerphone
The digital duplex speakerphone enhances your telephone conversation. For best performance, please note the following.
- Use the speakerphone in a quiet room.
- Speak alternately with the caller.
- If the caller complains that your voice is hard to hear, press **VOLUME** (∨) to decrease the speaker volume.
- If the other party's voice from the speaker cuts in/out during a conversation, press **VOLUME** (∨) to decrease the speaker volume.

To put a call on hold

Press **HOLD/RINGER**.

- The DIGITAL SP-PHONE indicator flashes.
- After 6 minutes, a warning tone will sound every 10–15 seconds. After a total of 10 minutes, the call will be disconnected.

To release the hold

From the base unit, press **DIGITAL SP-PHONE**.
From the handset, press **TALK** or lift the handset off the base unit.

- You may also press **REMOTE SP** on the handset to release a hold at the base unit.
- If another phone is connected on the same line (p. 52), you can also release the hold by lifting its handset.

Adjusting the base unit ringer volume

The DIGITAL SP-PHONE indicator light must be off.
- **To select HIGH (preset) or LOW,** press **HOLD/RINGER** briefly. (Each time you press the button briefly, the selected volume will ring and the ringer volume will change.)
- **To turn the ringer OFF,** press and hold **HOLD/RINGER** until 2 beeps sound.
  " RINGER OFF " will be displayed.
- **To turn the ringer ON,** press **HOLD/RINGER** briefly. The ringer will sound at the HIGH level.

Remote Speakerphone

You can switch a call with the handset to the speakerphone easily.

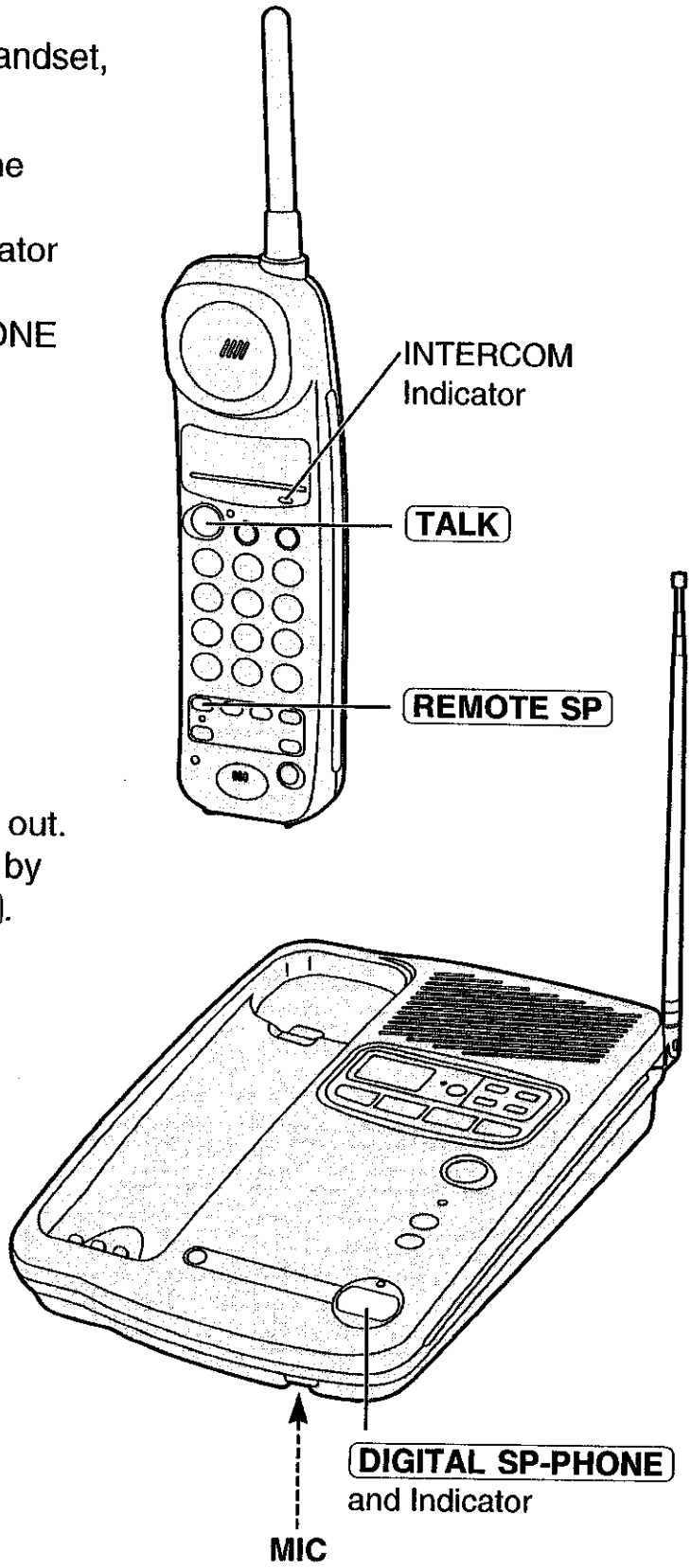
1 Handset:
During a call with the handset, press **REMOTE SP**.

- The call switches to the base unit.
- The INTERCOM indicator flashes.
- The DIGITAL SP-PHONE indicator lights.

2 Base unit:
Talk into the **MIC**.

3 Base unit:
To hang up, press **DIGITAL SP-PHONE**.

- The indicator lights go out.
- You can also hang up by pressing **REMOTE SP**.



When using **REDIAL/PAUSE**, dialling a stored number (p. 27), etc., press **REMOTE SP** after dialling is completed.

You can turn on the base unit speakerphone by using the handset as a remote control.

Making calls using the handset as a remote control

1. Handset: Press (REMOTE SP).
2. Handset: Dial a telephone number.
3. Base unit: Talk into the **MIC**.
4. Handset: To hang up, press (REMOTE SP).
   - You may also hang up by pressing (DIGITAL SP-PHONE).

To switch to the handset (while using the remote speakerphone)

Press (TALK).
- You can continue the conversation using the handset.
- To hang up, press (TALK) or place the handset on the base unit.

When using (REDIAL/PAUSE) button, dialling a stored number (p. 27), etc., press (TALK) after dialling is completed.

Answering calls using the handset as a remote control

1. Handset: Press (REMOTE SP).
2. Base unit: Talk into the **MIC**.
3. Handset: To hang up, press (REMOTE SP).
   - You may also hang up by pressing (DIGITAL SP-PHONE).

Useful information

You can enter numbers using the handset keypad during a call with the remote speakerphone. For example, to access an answering service, electronic banking service, etc.

1. Handset: Press (REMOTE SP).
2. Handset: Dial a telephone number.
3. Handset: Enter the required numbers while listening to the pre-recorded instructions from the base unit speakerphone.
4. Handset: To hang up, press (REMOTE SP).
   - You may also hang up by pressing (DIGITAL SP-PHONE).

Speed Dialler

Storing Phone Numbers in Memory

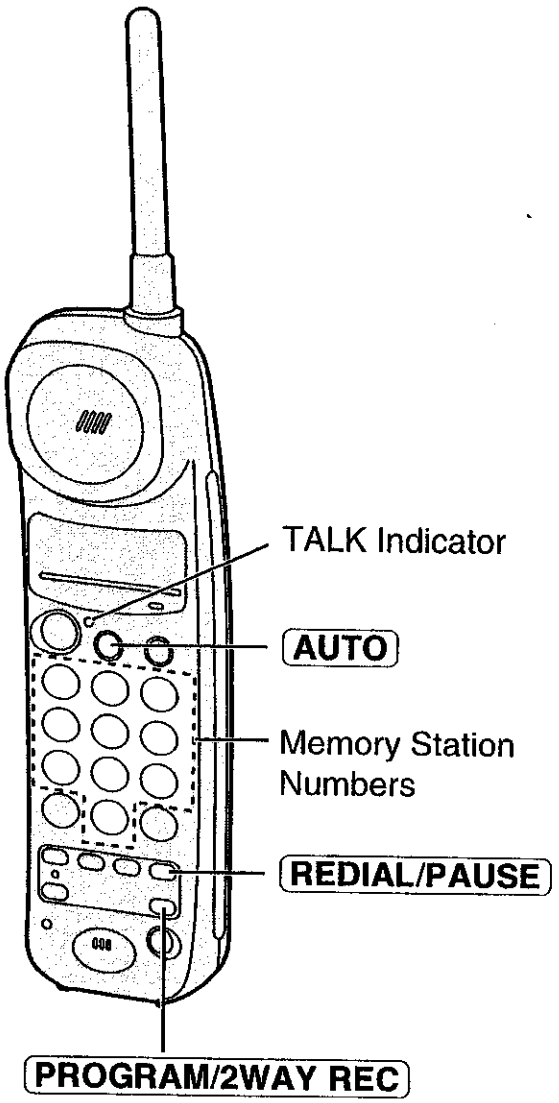
You can store up to 10 numbers in the handset. The dialling buttons (0 to 9) function as memory stations.
The TALK indicator light must be off before programming.

1 Press **PROGRAM/2WAY REC**.
- The TALK indicator flashes.

2 Enter a phone number up to 16 digits.
- If you misdial, press **PROGRAM/2WAY REC** to end storing, then start from step 1.

3 Press **AUTO**.

4 Press a memory station number (0 to 9).
- A confirmation tone sounds.*
- To store other numbers, repeat steps 1 through 4.



- If a pause is required for dialling, **REDIAL/PAUSE** can be stored in a phone number counting as one digit (p. 30).

*What the confirmation tone means

1 beep: The new number is stored.
2 beeps: The number is the same as the previously stored one.

To erase a stored number

Press PROGRAM/2WAY REC ➡ AUTO ➡ the memory station number (0 to 9) for the phone number to be erased.

Memory sticker

Use the included memory sticker as a name or phone number index for the speed dialler. Attach the sticker to the unit or in a convenient place.

1	6
2	7
3	8
4	9
5	0

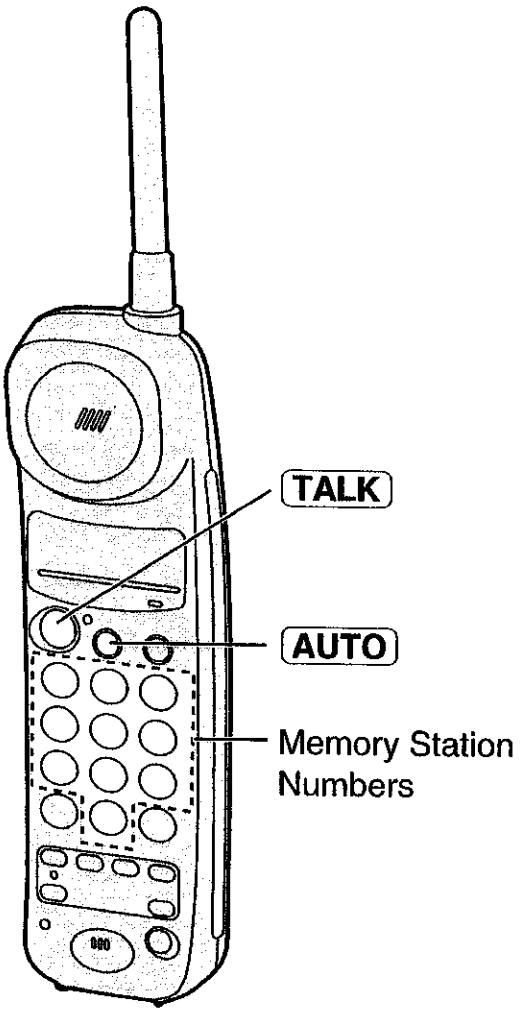
Dialling a Stored Number

1 Press TALK.

2 Press AUTO.

3 Press the memory station number (0 to 9).

- The stored number is dialled.



Intercom

A 2-way intercom is available between the handset and the base unit.

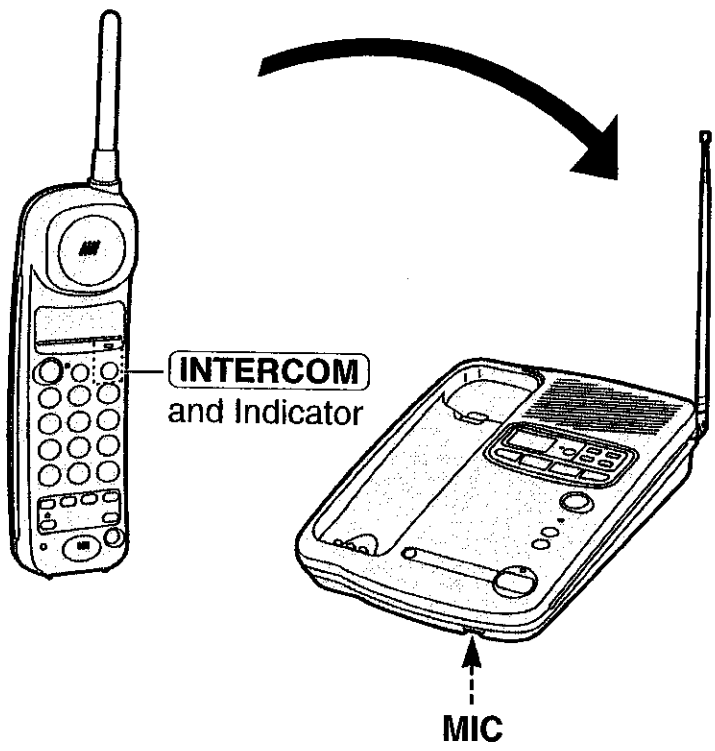
Paging the base unit from the handset

1 Handset:
Press **INTERCOM**, wait for the handset to stop beeping, then talk.

- The indicator lights.

2 Base unit:
When the other party's voice is heard, answer using the **MIC**.

3 Handset:
To end the intercom, press **INTERCOM**.



Paging the handset from the base unit (Handset locator)

Using this feature, you can locate the handset, if misplaced.

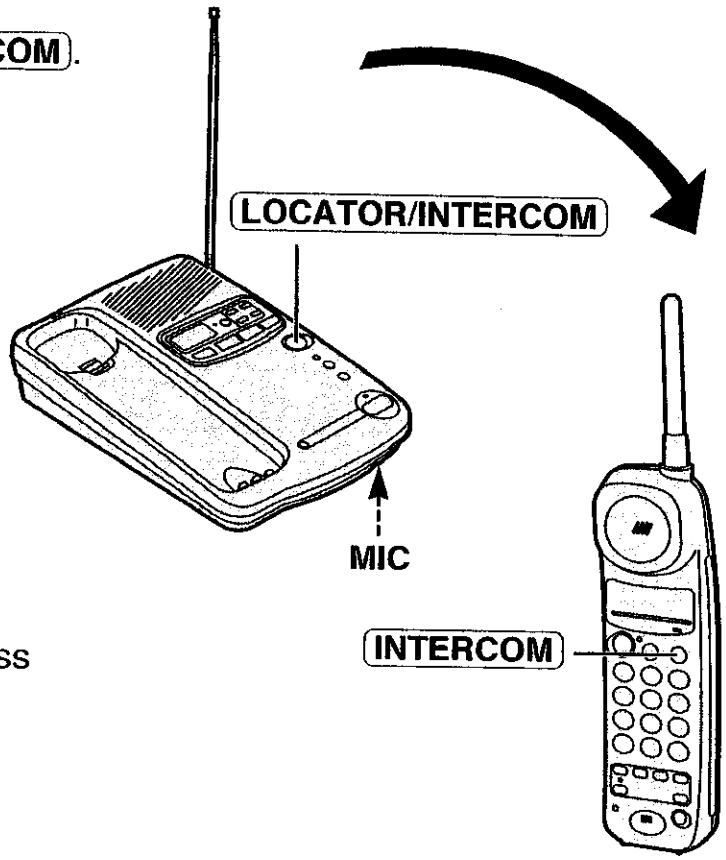
1 Base unit:
Press **LOCATOR/INTERCOM**.

- The handset beeps for 1 minute.
- To stop paging, press **LOCATOR/INTERCOM** again.

2 Handset:
Press **INTERCOM** to answer.

3 Base unit:
Talk into the **MIC**.

4 Handset:
To end the intercom, press **INTERCOM**.



During the intercom:
- Intercom calls can only be ended by the handset.
- If two tones sound, an incoming call has been received.
  To answer, press TALK, REMOTE SP or DIGITAL SP-PHONE.
  The intercom is ended.

Transferring a Call Using the Intercom

The intercom can be used during a call. This feature enables you to transfer a call between the handset and the base unit.

From the handset to the base unit

1 Handset:
During a call, press INTERCOM, wait for the handset to stop beeping, then talk.

- The call is put on hold.
- If the base unit user does not answer, press TALK.

2 Base unit:
When the paging party's voice is heard, answer using the **MIC**.

3 Base unit:
To answer the call, press DIGITAL SP-PHONE.

- The transfer is completed.
- The handset user can join the conversation by pressing TALK.

From the base unit to the handset

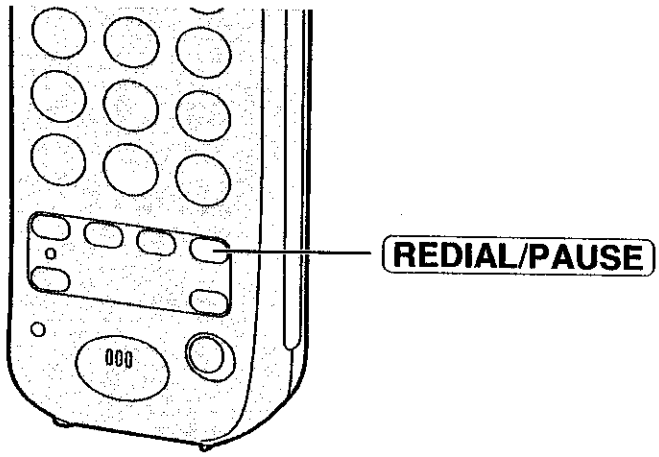
1 Base unit:
During a call, press LOCATOR/INTERCOM.

- The call is put on hold.
- If the handset user does not answer, press DIGITAL SP-PHONE.

2 Handset:
Press INTERCOM to answer the page.

3 Handset:
To answer the call, press TALK.

- The transfer is completed.
- The base unit user can join the conversation by pressing DIGITAL SP-PHONE.



Automatic Security Code Setting

Whenever you place the handset on the base unit, the unit automatically selects one of 65,000 security codes. These codes help prevent the unauthorised use of your telephone line by another cordless telephone.

How to Use the PAUSE Button

(For Analog PBX Line/Long Distance Service Users)

We recommend you press [REDIAL/PAUSE] if a pause is required for dialling with a PBX or to access a long distance service.

Ex: Line access number [9] (PBX)
[9] ➡ [REDIAL/PAUSE] ➡ [Phone number]

- Pressing [REDIAL/PAUSE] once creates a 3.5 second pause. This prevents misdialling when you redial or dial a stored number.
- Pressing [REDIAL/PAUSE] more than once increases the length of the pause between numbers.

RECALL Button

Pressing [RECALL] allows you to use special features of your host PBX such as transferring an extension call or accessing special telephone services (optional) such as call waiting.

Selecting the Recall Time

The recall time depends on your telephone exchange or host PBX. You can select from recall times "100, 250, 400 or 600 msec (millisecond)" by programming. Your phone comes from the factory set to "100 msec".

When programming, use the handset near the base unit.

The TALK and DIGITAL SP-PHONE indicator lights must be off before programming.

1 Press **PROGRAM/2WAY REC**.

- The TALK indicator flashes.

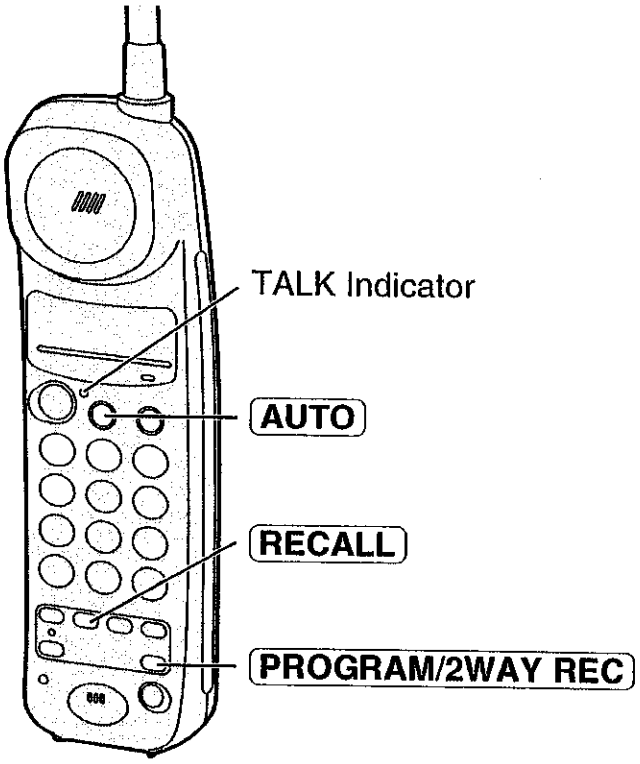
2 Enter the recall time (**1** to **4**).

1: 100 msec **2**: 250 msec
3: 400 msec **4**: 600 msec

3 Press **AUTO**.

4 Press **RECALL**.

- A beep sounds.



- Users in Australia can access Telstra's "EASY CALL" service by having the recall time set at 100 msec (this is the factory default setting), and then follow Telstra's "EASY CALL" instructions to operate this service.
- If you are connected via a PBX, a higher recall time may need to be selected to use PBX functions (transfer a call, etc). Consult with your PBX supplier for the correct setting.

For Call Waiting Service Users in New Zealand

Adjust the recall time to 600 msec for use with Telecom's Call Waiting Service. Press **RECALL** if you hear a call-waiting tone while talking.

- The first call is put on the hold and you can answer the second call.
- To return to the first caller, press **RECALL** again.

If a power failure occurs the mode will return to the factory preset. Reprogram if necessary.

Automatic Answering Operation

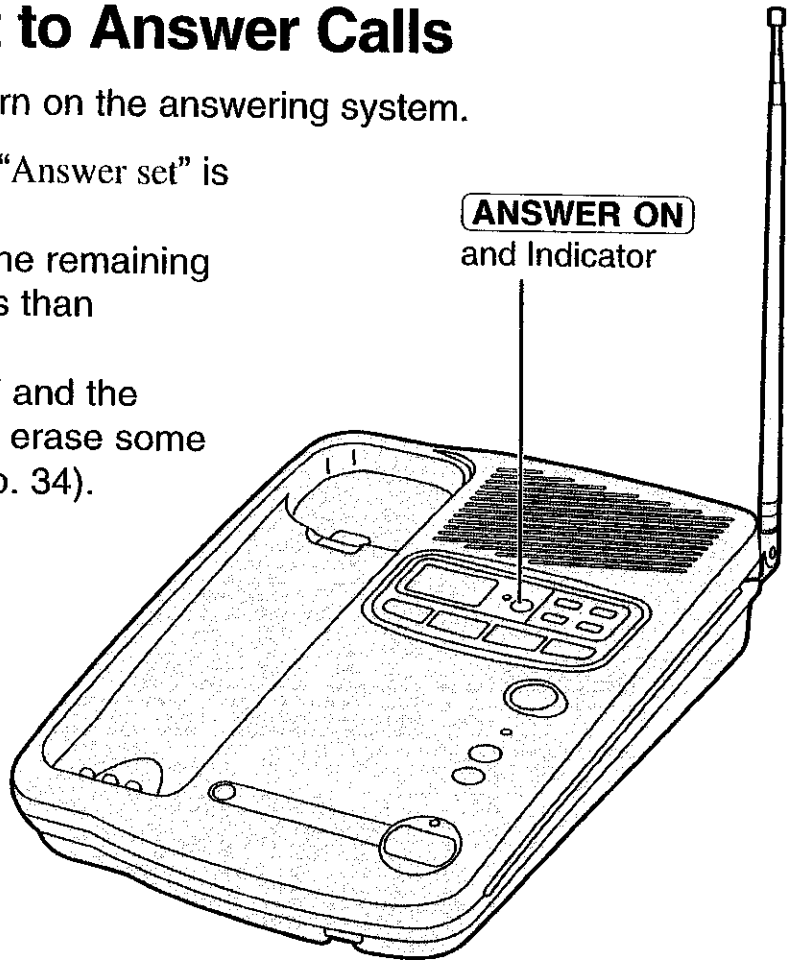
When the unit answers a call, a greeting message is played and the caller's message is recorded.

- The total recording time (including the greeting message) is **about 16 minutes**. If messages are recorded in noisy rooms, the memory time may be shortened up to 5 minutes.
- A maximum of 64 messages (including the greeting message) can be recorded.

Setting the Unit to Answer Calls

Press **ANSWER ON** to turn on the answering system.

- The indicator lights and "Answer set" is heard.
- The unit will announce the remaining recording time if it is less than 5 minutes.
- If you hear "Memory full" and the indicator flashes rapidly, erase some or all of the messages (p. 34).



- If you do not want the unit to answer calls, press **ANSWER ON** to turn the answering system off. The indicator light goes out and "Answer off" is heard.
- You can also turn on the answering system remotely using any phone (p. 43).

Monitoring incoming calls

While a call is being recorded, you can monitor it through the speaker. To answer the call with the speakerphone, press **DIGITAL SP-PHONE** or **REMOTE SP**. For the handset, lift the handset off the base unit or press **TALK**. The unit stops recording.
(To monitor incoming calls with the handset, see page 46).

- KX-TCM418ALW will not answer incoming calls on your FaxAbility number.

Listening to Messages

You can see the total number of recorded messages on the display.
If the ANSWER ON indicator flashes, new messages have been recorded.

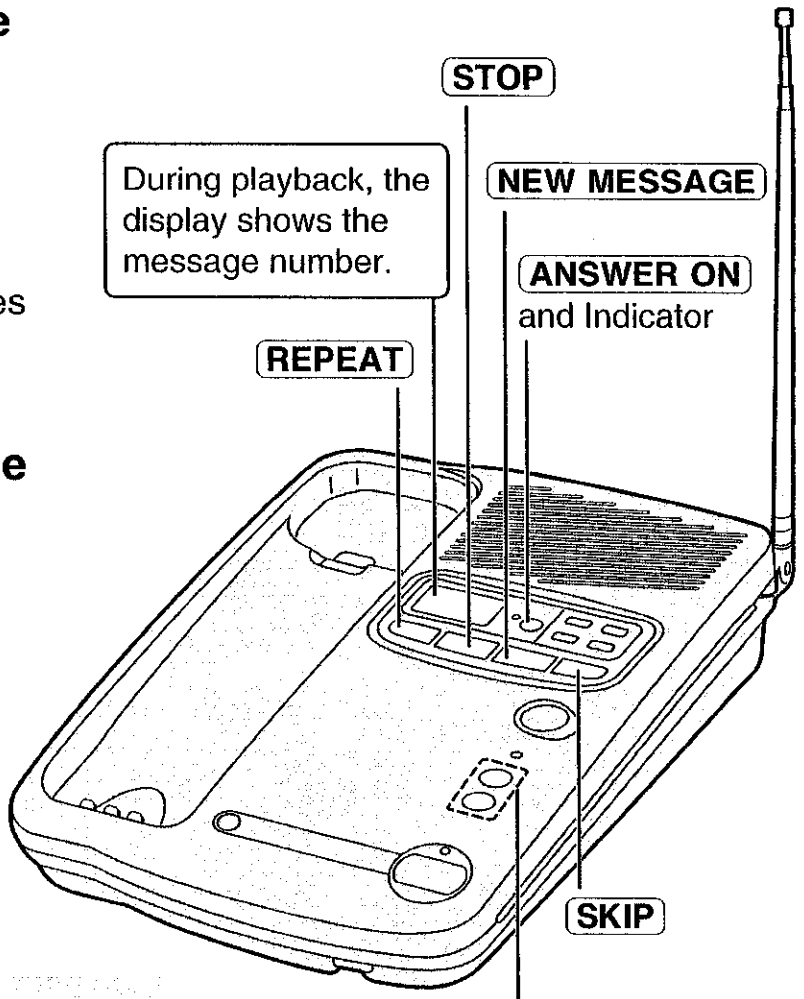
Listening to only the new messages

Press **NEW MESSAGE** briefly.

- The unit announces the number of new messages and plays them back.

Listening to all of the recorded messages

Press and hold **NEW MESSAGE** **firmly** until a short beep sounds.



At the end of the last message, "End of final message" is heard. After the announcement, the unit will automatically turn the answering system back on.

During playback

To **repeat** the message	Press **REPEAT**. ●If you press within 5 seconds of playback, the previous message will be played.
To **skip** the message	Press **SKIP**. ●The next message is played.
To **stop** the operation	Press **STOP**. ●To resume playback, press **NEW MESSAGE**. To turn on the answering system, press **ANSWER ON**.

Erasing Messages

The unit will announce the remaining recording time after playback, if it is less than 5 minutes. New messages cannot be recorded when:
—"Memory full" is heard.
—" FULL " is displayed.
—the ANSWER ON indicator flashes rapidly.
Erase some or all of the messages. We recommend you erase unnecessary messages after each playback.

Erasing a specific message

Press ERASE while the message you want to erase is being played.

- The unit erases the message.
- A series of beeps will sound and the unit continues to play the next message.

Erasing all of the messages

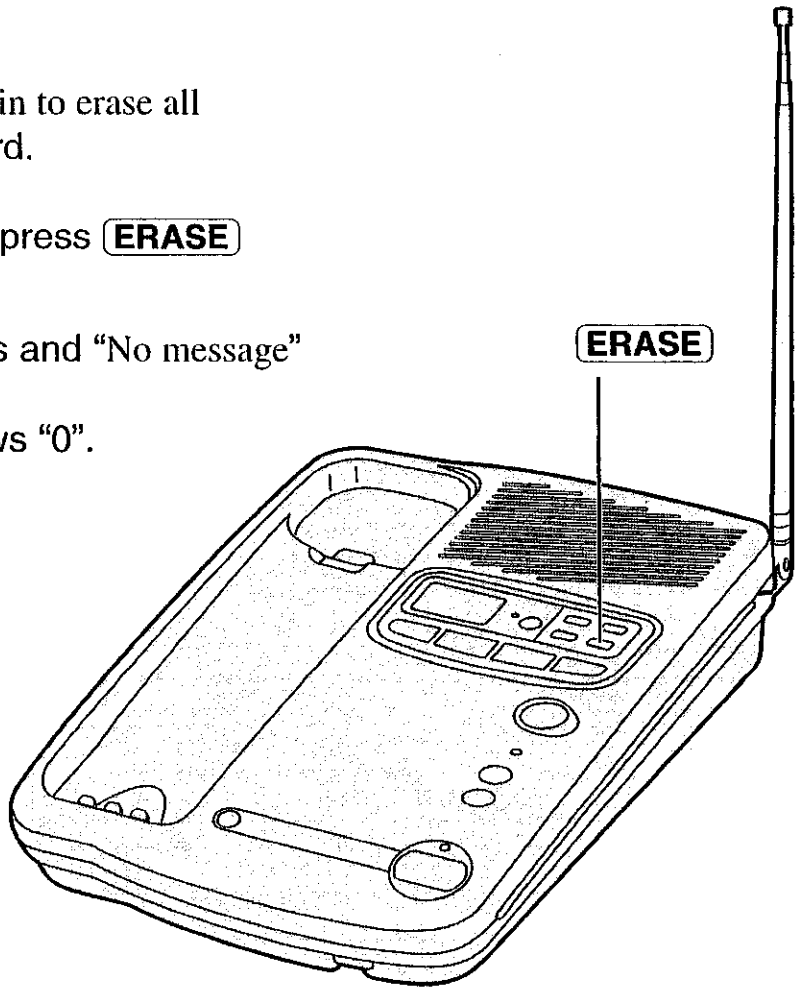
All of the recorded messages except the greeting message can be erased at one time.

1 Press ERASE.

- "Press ERASE again to erase all messages." is heard.

2 Within 5 seconds, press ERASE again.

- A series of beeps and "No message" are heard.
- The display shows "0".



Recording a Memo Message

You may record a personal message in memory.

1 Press **MEMO**.

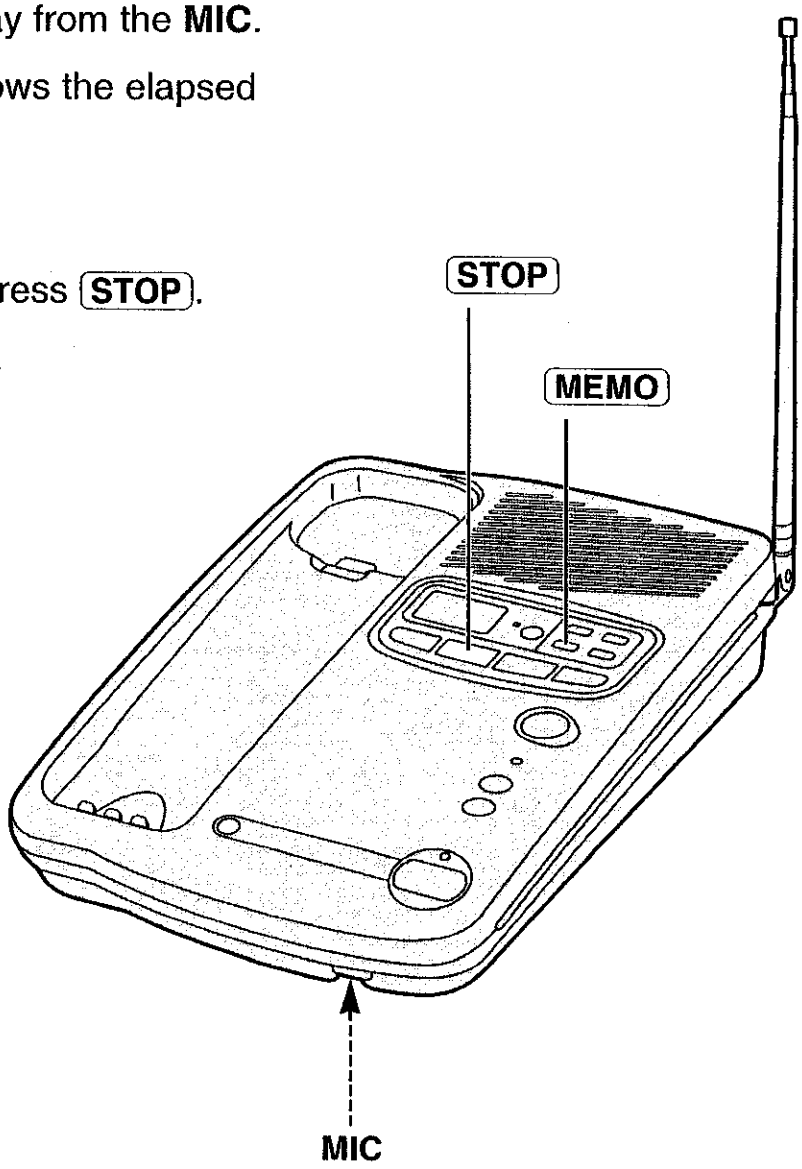
- A long beep sounds.

2 After the beep, talk clearly about 20 cm away from the **MIC**.

- The display shows the elapsed recording time.

3 When finished, press **STOP**.

- A beep sounds.



Pager Call

This feature allows you to alert your pager when the unit records an incoming message. You can retrieve the message from a touch tone telephone (p. 38). First store the pager number, then turn on the pager call mode.

- Consult with your pager company to confirm if the service alerts your pager automatically or via an operator. If an operator is used, this feature cannot be used.

The TALK and DIGITAL SP-PHONE indicator lights must be off before programming.

Storing the Pager Number

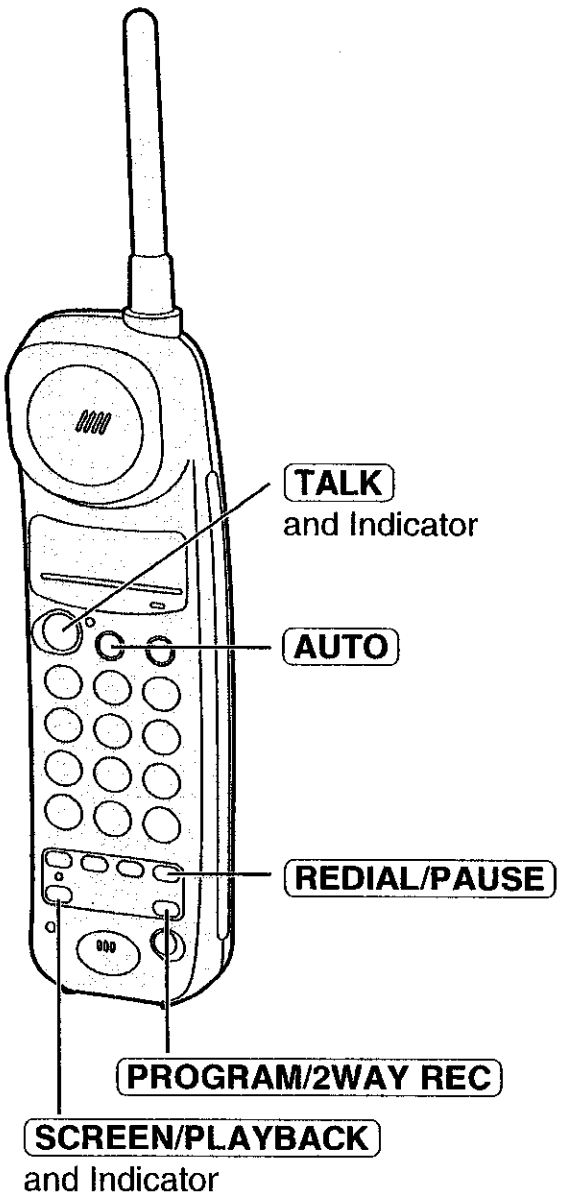
1 Press **PROGRAM/2WAY REC**.
- The TALK indicator flashes.

2 Press **SCREEN/PLAYBACK**.
- The indicator lights.
- "P" is displayed on the base unit.

3 Press #.

4 a) Enter your pager number and then press **REDIAL/PAUSE** twice.* Enter the access code, if required by your pager company and then press **REDIAL/PAUSE** twice again.*
b) Enter the call back number to be displayed on the pager (the telephone number where your unit is connected).
c) Press # if required by your pager company to end the call.
- If you misdial, press **PROGRAM/2WAY REC** then start from step 1.
- You can enter a total of 48 digits.

5 When finished, press **PROGRAM/2WAY REC**.
- The indicator lights go out.



*Pager companies require a delay after the pager number and/or the access cord is dialled. Contact your pager company regarding the required pause time. Pressing **REDIAL/PAUSE** once creates a 3.5 second delay and counts as one digit.

To confirm the stored pager number

Press TALK ➡ AUTO ➡ #.
- The unit dials the stored number.
- If the pager does not beep, restart from step 1 to store the number again.

To erase the stored pager number

Press PROGRAM/2WAY REC ➡ SCREEN/PLAYBACK ➡ # ➡ ➡ PROGRAM/2WAY REC.

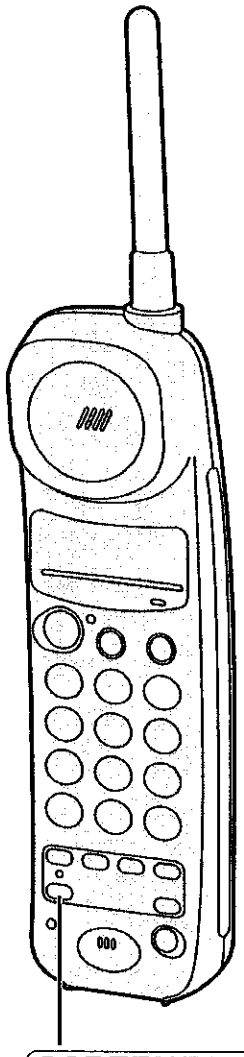
Setting the Unit to Call a Pager

1 Press SCREEN/PLAYBACK.
- The indicator lights.
- The number of new recorded messages is heard.

2 Press 3.
- " PAGER " is displayed on the base unit and "on" is heard.
- If 6 beeps sound on the handset, the pager number is not stored. Store the number, then try again.

3 When finished, press SCREEN/PLAYBACK.
- The indicator light goes out.

To turn off the pager call mode, repeat steps 1 through 3.
- " PAGER " will disappear and "off" is heard.
- Each time you press 3 in step 2, "on/off" is heard and the mode will turn on or off.

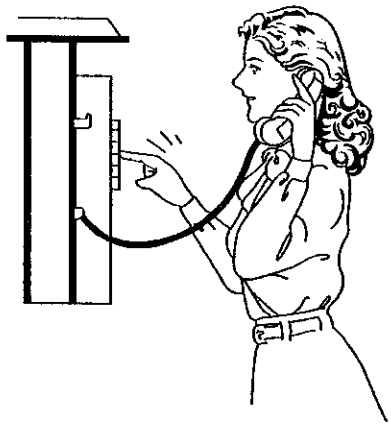


SCREEN/PLAYBACK and Indicator

Remote Operation from a Touch Tone Phone

You can operate the answering system from any touch tone phone.
A synthesized voice menu will guide you on how to operate the unit (p. 40).

- To skip the voice menu and operate the unit directly, see page 42.



Summary of the remote operation

Call your unit from a touch tone phone.

↓

During or after the greeting message playback, enter your remote code (p. 39).
- The number of new recorded messages is heard.

↓

After 3 seconds, the voice menu will start (p. 40).
Follow the menu or enter the direct commands (p. 42).

↓

To end the remote operation, hang up.
- The messages are saved.

Setting the Remote Code

The remote code prevents unauthorized people from accessing your unit and listening to your messages. Choose any **2-digit number (00–99)**. Your phone comes from the factory set to "**11**". If you do not program your own remote code, you can use "11".

The TALK and DIGITAL SP-PHONE indicator lights must be off before programming.

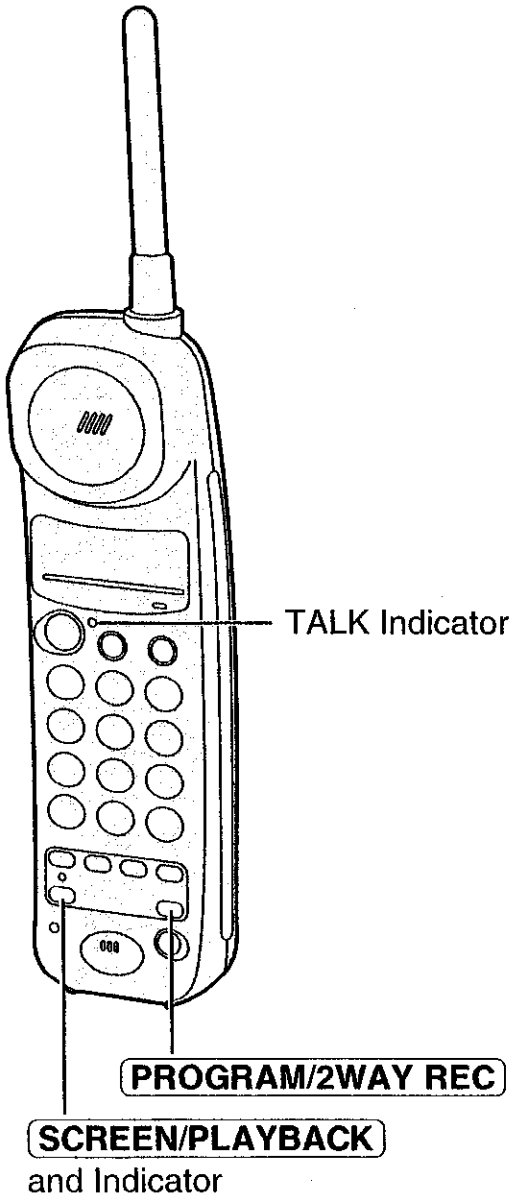
1 Press **PROGRAM/2WAY REC**.
- The TALK indicator flashes.

2 Press **SCREEN/PLAYBACK**.
- The indicator lights.
- "P" is displayed on the base unit.

3 Press **1**.
- The current remote code is displayed.

4 Enter a remote code by using a **2-digit number (00–99)**.
- The entered number is displayed.

5 When finished, press **PROGRAM/2WAY REC**.
- The indicator lights go out.



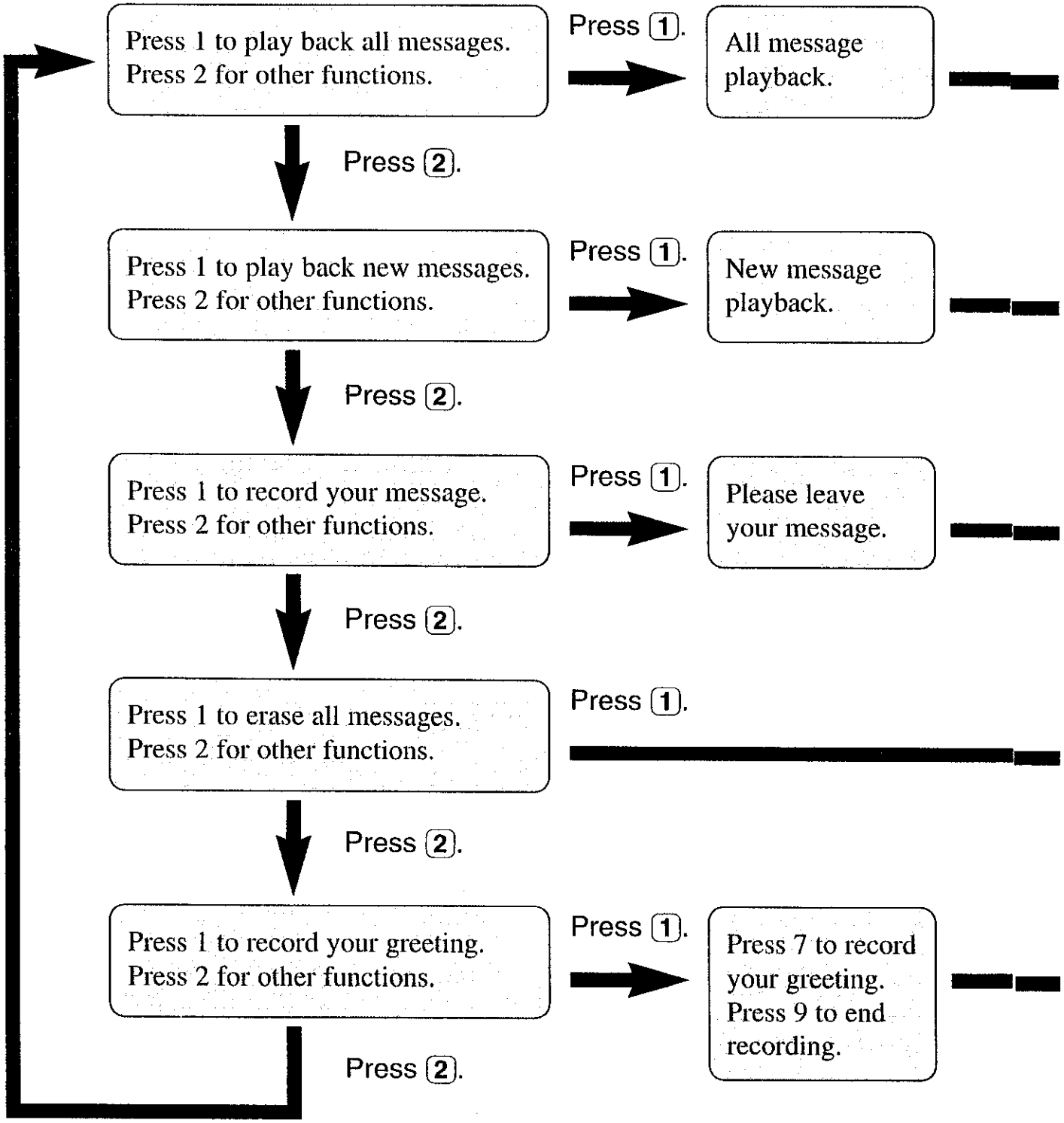
- If 6 beeps sound in step 5, you entered a one digit number. Restart from step 1 to program a 2-digit number.

To check the remote code

Press **PROGRAM/2WAY REC** ➡ **SCREEN/PLAYBACK** ➡ **1**.
The current remote code is displayed. When finished, press **PROGRAM/2WAY REC**.

Voice Menu

The shaded boxes are voice prompts.



All Message Playback
All of the recorded messages are played back. At the end of the last message, "End of final message" and the remaining recording time are announced.

New Message Playback
Only new messages are playback.

Recording a Memo Message
You can leave a personal message.
1. Talk after you hear "Please leave your message.".
2. When you finish recording, hang up.

Erasing All Messages
All of the recorded messages (except the greeting message) are erased.

Recording a Greeting Message
You can re-record your greeting message.

1. Press [7].
   You hear a voice prompt followed by a long beep.
2. Talk after the long beep.
3. When you finish recording, press [9].
4. Your greeting will be played back for confirmation.

- 3 seconds after playback, the voice menu will start from the beginning.
- If you hear "Memory full" after playback, erase some or all of the messages (p. 42).

Direct Remote Operation

Once you have entered the remote code, you can also control your unit by direct remote commands instead of using the voice menu.
To end the remote operation, hang up anytime.

Direct commands

NEW MESSAGE PLAYBACK	4	●Only new messages are played back.
ALL MESSAGE PLAYBACK	5	●All of the messages are played back.
REPEAT (During playback)	1	●The current message is repeated.
SKIP (During playback)	2	●The current message is skipped. The next message is played.
STOP (During playback)	9	●Playback is stopped temporarily. ●To resume playback, press 9 again within 15 seconds, or the voice menu will start.
GREETING MESSAGE RECORDING	7 ⬇ RECORD ⬇ 9	●A long beep sounds. ●Talk immediately after the long beep. ●The recording is stopped. ●The recorded message is played.
ERASING A SPECIFIC MESSAGE (During playback)	* 4	●The current message is erased. ●A series of beeps will sound and the next message is played.
ERASING ALL MESSAGES	* 5	●All of the recorded messages are erased. ●A series of beeps and "No message" are heard.

PAGER CALL ON/OFF	3	●Each time you press 3, the mode will turn on/off. ●2 beeps sound and "on/off" is heard. ●If you did not store a pager number, 6 beeps will sound and the mode will not turn on.
ANSWERING SYSTEM OFF	0	●The unit hangs up and will not answer calls until turned on again.

Turning on the answering system

Call your unit and wait for 15 rings.

- The unit will answer and the greeting message will be played.
- The answering system will turn on. Hang up or enter the remote code for other options.
- When turning on the answering system using a rotary or pulse service telephone, you cannot enter the remote code for other options.

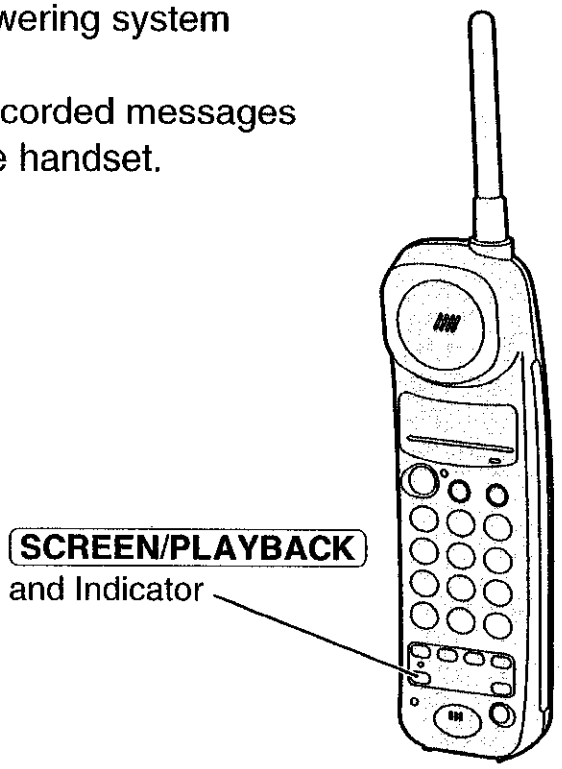
Skipping the greeting message

After calling your unit, press * during the greeting message playback.

- The unit skips the rest of the greeting and callers can start recording their message after the long beep.

Remote Operation with the Handset

You can operate your answering system with the handset.
The announcement and recorded messages can only be heard from the handset.



Summary of the remote operation

Press **SCREEN/PLAYBACK**.
- The indicator lights.
- The number of new recorded messages is heard.

- If the SCREEN/PLAYBACK indicator flashes, the answering system is off. To turn it on, press **8**.

Enter the desired direct commands (see the following pages).
- If you do not enter any command, the voice menu will start (p. 45).
- After the voice menu, all message playback will start.

To end the remote operation, press **SCREEN/PLAYBACK**.
- The messages are saved.

- If two tones sound during the remote operation, an incoming call has been received. To answer, press **TALK**. The remote operation is ended.
- If you hear "Memory full" after playback, erase some or all of the messages (p. 45).
- When an incoming message has been recorded, 4 short beeps sound two times on the handset.

Voice menu

If no commands are entered after you press **SCREEN/PLAYBACK**, the unit will start the following voice menu.

"Press 4 to playback new messages. Press 5 to playback all messages."

- You can enter direct commands even when the voice menu has started.

Direct commands

NEW MESSAGE PLAYBACK	4	• Only new messages are played back.
ALL MESSAGE PLAYBACK	5	• All of the messages are played back.
REPEAT (During playback)	1	• The current message is repeated.
SKIP (During playback)	2	• The current message is skipped. The next message is played.
STOP (During playback)	9	• Playback is stopped temporarily. • To resume playback, press 9 again within 15 seconds, or the above voice menu will start.
ERASING A SPECIFIC MESSAGE (During playback)	* 4	• The current message is erased. • A series of beeps will sound and the next message is played.
ERASING ALL MESSAGES	* 5	• All of the recorded messages are erased. • A series of beeps and "No message" are heard.
PAGER CALL ON/OFF	3	• Each time you press 3, the mode will turn on/off. • 2 beeps sound and "on/off" is heard. • If you did not store a pager number, 6 beeps will sound and the mode will not turn on.

(continued ➡)

ANSWERING SYSTEM OFF	0	•The SCREEN/PLAYBACK indicator flashes.
ANSWERING SYSTEM ON	8	•The SCREEN/PLAYBACK indicator lights.

Monitoring incoming calls with the handset

When an incoming message is being recorded, the SCREEN/PLAYBACK indicator flashes slowly.

1. Press **SCREEN/PLAYBACK**.
   - •The indicator lights and you can listen to the incoming call.
   - •To answer the call, press **TALK**. The recording is stopped.
2. When finished monitoring the call, press **SCREEN/PLAYBACK**.

Recording your telephone conversation with the handset

1. During a conversation with the handset, press **PROGRAM/2WAY REC**.
   - •The SCREEN/PLAYBACK indicator lights.
2. Continue your conversation.
   - •A beep sounds every 15 seconds.
3. When finished recording the conversation, press **PROGRAM/2WAY REC**.
   - •The SCREEN/PLAYBACK indicator light goes out.

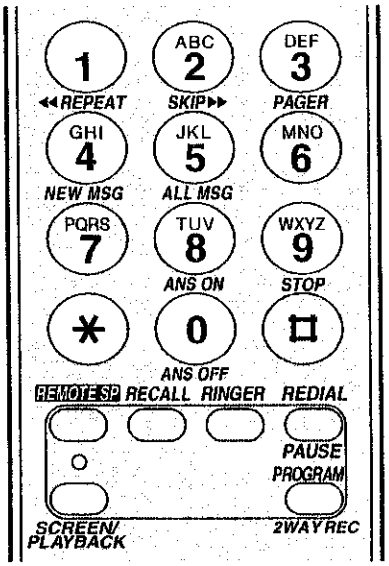
When you record 2-way telephone conversation, you should inform the other party that the conversation is being recorded.

For New Zealand Users Only

All persons using this device for recording telephone conversations shall comply with New Zealand law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the principles enumerated in the Privacy Act 1993 shall be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is to be used and what it disclosed to any other party.

Remote Operation Card

OPERATION WITH THE HANDSET



- If the SCREEN/PLAYBACK indicator flashes when you press **SCREEN/PLAYBACK**, the answering system is off. To turn it on, press [8].

Press **SCREEN/PLAYBACK**.

↓

Enter the desired direct commands as below.

- **To play back new messages**, press [4].
- **To play back all messages**, press [5].
- **To repeat a message**, press [1].
- **To skip a message**, press [2].

(For more functions, see the reverse side.)

↓

To end the remote operation, press **SCREEN/PLAYBACK**.

OPERATION FROM A TOUCH TONE PHONE

Call your unit.

↓

Enter your remote code ____ .

↓

Press the desired direct commands as shown here.
OR
Wait for 3 seconds and the voice menu will start.
Follow the instructions.
(See the reverse side.)

↓

To end the remote operation, hang up.

No.	Direct Command
1	Repeat the message
2	Skip the message
3	Pager call on/off
4	New message playback
5	All message playback
7	Recording your greeting
9	Stop
0	Answer off
✱	Greeting message skip
✱4	Erasing a specific message
✱5	Erasing all messages

- When you press a button, press firmly.

Remote Operation Card

Press **SCREEN/PLAYBACK**.

↓

- **To erase a specific message**, press ✱ 4 during the message playback.
- **To erase all messages**, press ✱ 5.
- **To turn on/off the pager call feature**, press 3.
- **To turn off the answering system**, press 0.

↓

To end the remote operation, press **SCREEN/PLAYBACK**.

- **To monitor incoming calls:**
  When the SCREEN/PLAYBACK indicator flashes slowly, press **SCREEN/PLAYBACK**. When finished, press the button again. To answer the call, press **TALK**.

- **To stop playback temporarily:**
  Press 9 during playback. To resume playback, press 9 again within 15 seconds.

- **To record a telephone conversation:**
  Press **PROGRAM/2WAY REC**. When finished, press **PROGRAM/2WAY REC** again.

- **To use the voice menu:**

Call your unit.

↓

Enter your remote code ____.

↓

After 3 seconds, the voice menu will start.

↓

Press 1 to use the voice feature.
OR
Press 2 to proceed with other functions.

↓

To end the remote operation, hang up.

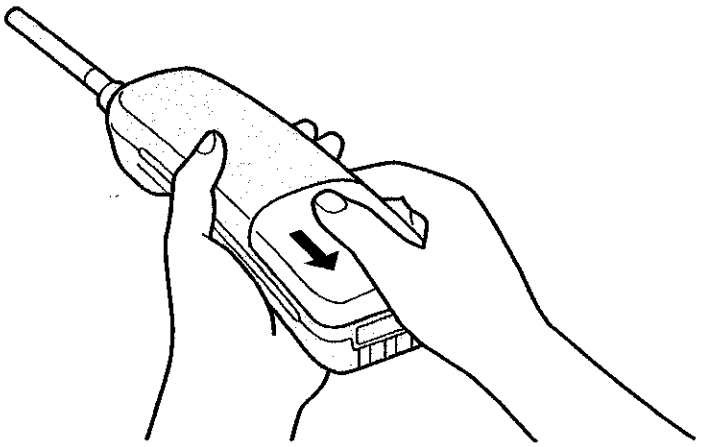
- **To turn on the answering system:**
  Call your unit and wait for 15 rings. The unit will answer, then hang up.

- **To skip the greeting message:**
  After calling your unit, press ✱ during the greeting message playback. Callers can start recording their message after the long beep.

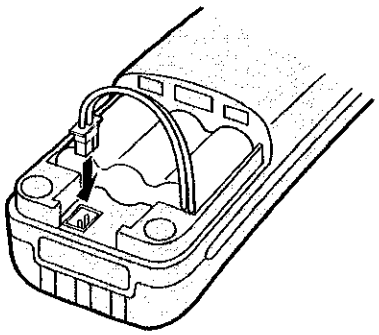
Battery Replacement

If the BATT LOW indicator flashes after being fully charged, replace the battery with a new Panasonic P-P301 (KX-A36A) battery. To prevent memory loss, replace within 5 minutes.

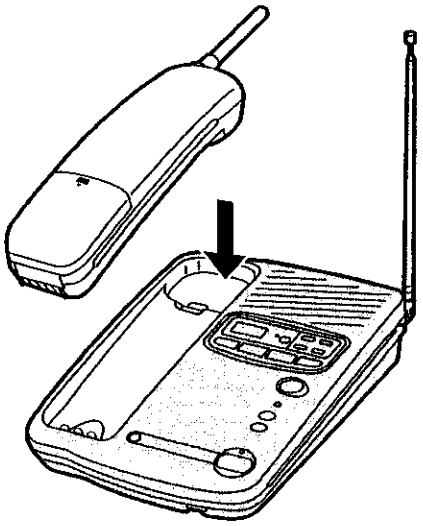
1 Remove the cover by sliding it while pressing the arrow.



2 Replace the battery, then close the cover.



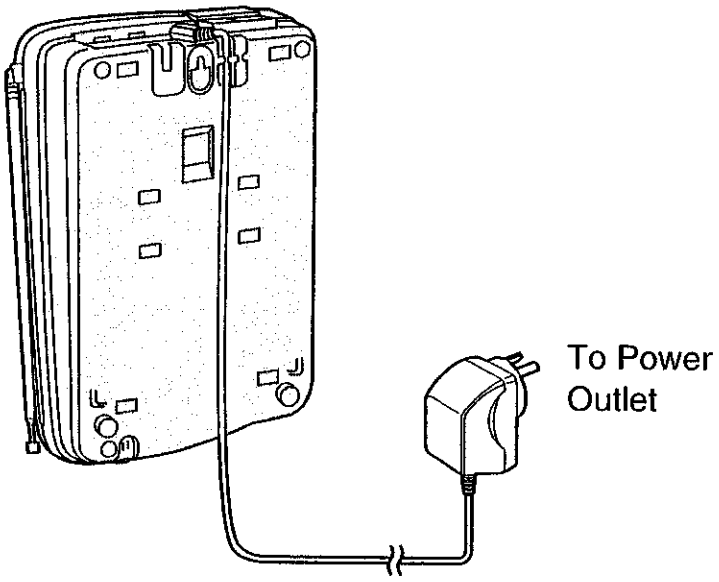
3 Be sure to charge the new battery for about 3 hours.



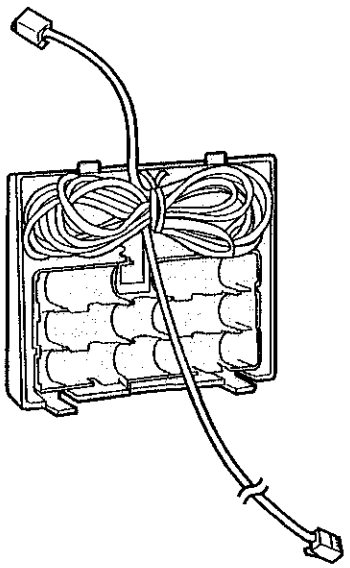
Wall Mounting

This unit can be mounted on a wall.

1 Connect the AC adaptor.

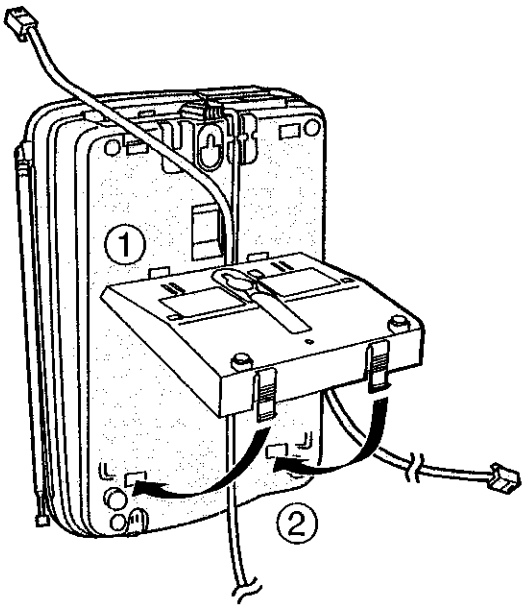


2 Tuck the telephone line cord inside the wall mounting adaptor.



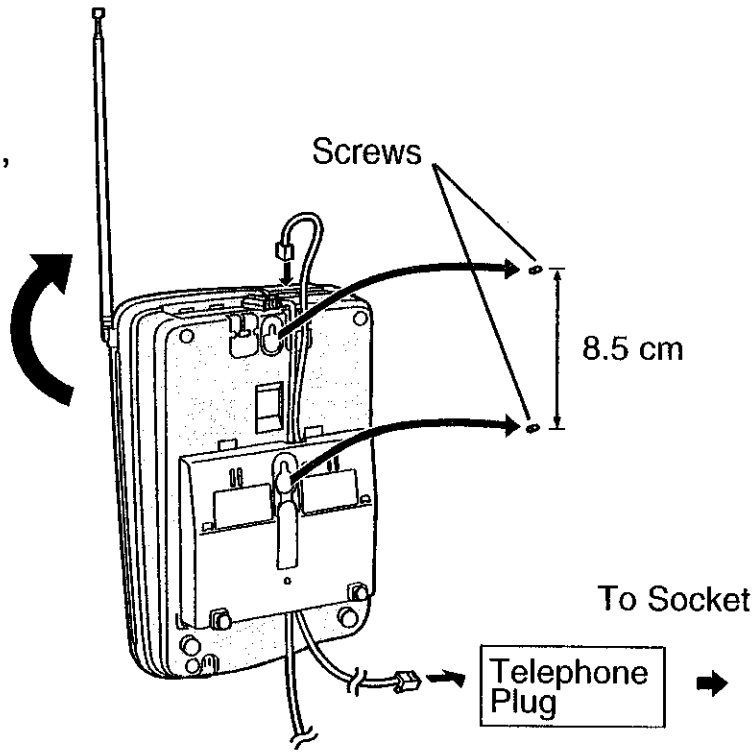
3 ① Insert the tabs of the wall mounting adaptor into the "WALL" unit openings.
② Push the adaptor in the direction of the arrow.

- "UP WALL" should face upward.

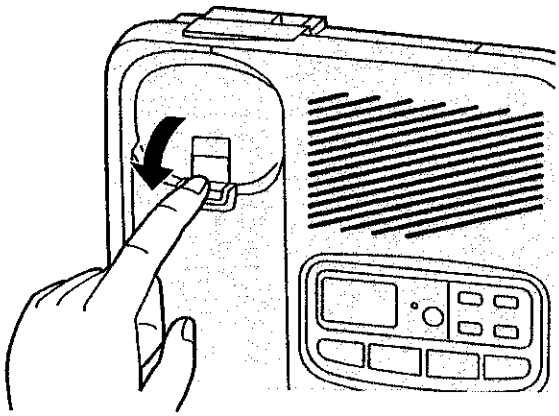


4 Install screws using the wall template below. Connect the telephone line cord. Mount the unit, then slide down.

- Extend the antenna fully.

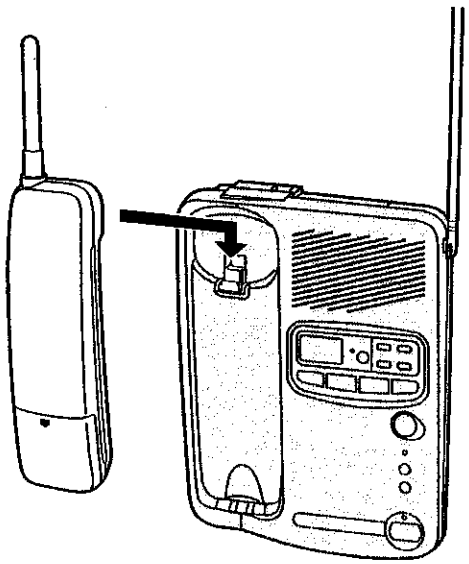


5 Pull down the handset hook until it locks, **so the tab holds the handset.**

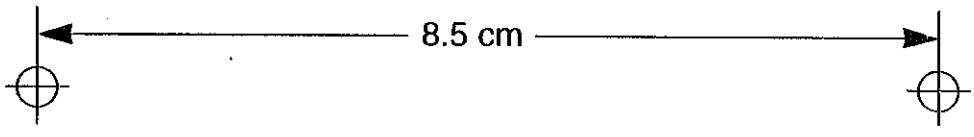


6 **To charge the battery:** Place the handset on the handset hook as shown.

- The IN USE/CHARGE indicator lights.



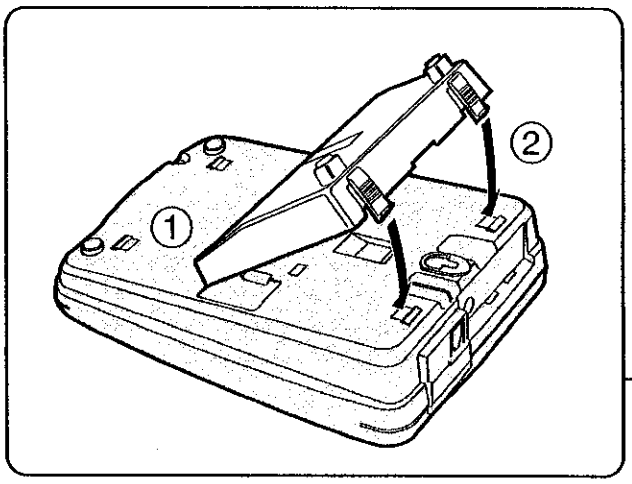
Wall Template

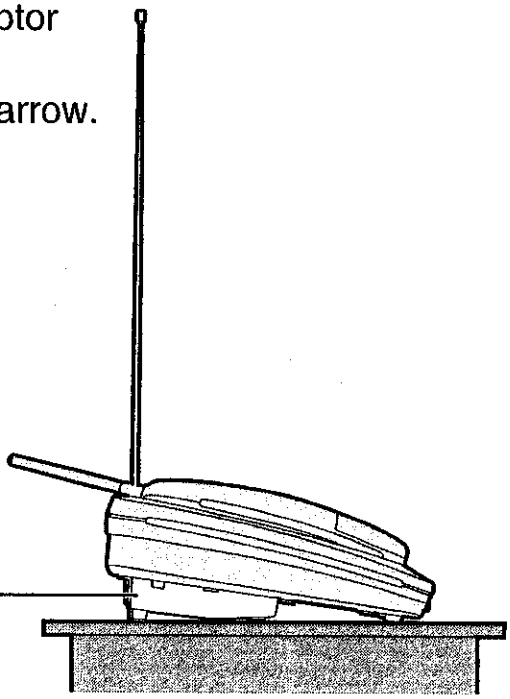


Convenient Desk Usage

The wall mounting adaptor can also be used to raise the unit at an angle.

① Insert the tabs of the wall mounting adaptor into the "DESK" unit openings.
② Push the adaptor in the direction of the arrow.
- "UP DESK" should face upward.

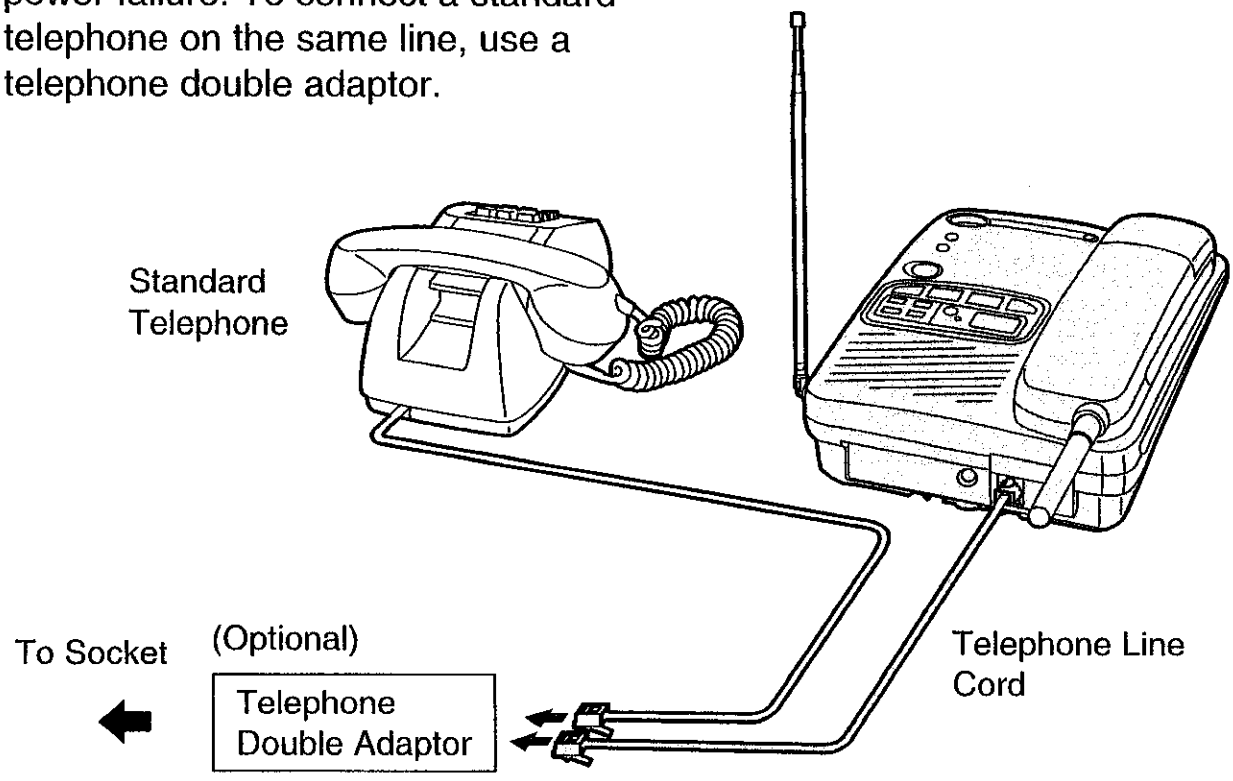




- It is not necessary to pull down the handset hook (p. 7).

Adding Another Phone

This unit will not function during a power failure. To connect a standard telephone on the same line, use a telephone double adaptor.



Cordless Telephone

Problem	Remedy
An alarm tone sounds when you press TALK, REMOTE SP, SCREEN/PLAYBACK or INTERCOM.	●You are too far from the base unit. Move closer and try again. ●Place the handset on the base unit and try again. ●Plug in the AC adaptor. ●Extend the base unit antenna fully.
Static, sound cuts in/out, fades. Interference from other electrical units.	●Locate the handset and the base unit away from other electrical appliances (p. 3). ●Move closer to the base unit. ●Extend the base unit antenna fully. ●Press CH to select a clearer channel.
The handset does not ring.	●The ringer volume is set to OFF. Press RINGER briefly while the TALK indicator light is off (p. 21).
The base unit does not ring.	●The ringer volume is set to OFF. Press HOLD/RINGER briefly while the DIGITAL SP-PHONE indicator light is off (p. 23).
You cannot store a phone number in memory.	●You cannot store a number while the unit is in the talk or intercom mode. ●Do not pause for over 30 seconds while storing.
While storing a phone number, the unit starts to ring.	●To answer the call, press TALK, REMOTE SP or DIGITAL SP-PHONE. The program will be cancelled. Store the number again.
LOCATOR/INTERCOM does not function.	●The handset is too far from the base unit or is engaged in an outside call.
REDIAL/PAUSE does not function properly.	●It will redial the last number dialled if pressed at the outset of a call (p. 20). If another number has been dialled first, it will operate as a pause button (p. 30).

Answering System

Problem	Remedy
The answering system is on, but incoming messages are not recorded.	●The recording time is set to "greeting only". Select "1 minute" or "unlimited" (p. 16). ●Memory is full. Erase some or all of the messages (p. 34).
"FULL" is displayed and the ANSWER ON indicator flashes rapidly, and no new messages are recorded.	●Memory is full. Erase some or all of the messages (p. 34). If "FULL" is still displayed and the ANSWER ON indicator flashes rapidly, erase your greeting message and re-record a shorter greeting (p. 12, 13).
Some incoming messages have not been recorded completely.	●Set the CPC function to "b" (p. 18).
You cannot operate the answering system at the base unit.	●The handset user is operating the answering system. Wait until the IN USE/CHARGE indicator light goes out.
You cannot operate the answering system from a touch tone phone.	●Be sure to enter the correct remote code. ●The answering system may not respond if the tones are too short to activate the unit. Press each button firmly. ●The answering system is off. Turn it on (p. 43).
You cannot operate the answering system with the handset.	●Someone is operating the answering system. ●You are too far from the base unit. Move closer to the base unit.

General

Problem	Remedy
The unit does not work.	●Check the settings (p. 9–11). ●Charge the battery fully (p. 10). ●Clean the charge contacts and charge again (p. 11). ●Install the battery properly (p. 49). ●Place the handset on the base unit and unplug the AC adaptor to reset. Plug in, then try again. ●Re-insert the handset battery within 5 minutes to avoid memory loss and place the handset on the base unit. Then try again. ●KX-TCM418ALW is not designed to be used with rotary (pulse dialling) services.
You cannot program items such as the time/day adjustment (p. 14).	●Programming is not available while the unit is in the talk, speakerphone or intercom mode. ●Move closer to the base unit.
The BATT LOW indicator flashes or the unit beeps intermittently.	●Charge the battery fully (p. 10).
You charged the battery fully, but the BATT LOW indicator flashes.	●Clean the charge contacts and charge again (p. 11). ●Install a new battery (p. 49).
The IN USE/CHARGE indicator light never goes out while charging.	●This is normal.

Safety Instructions

Take special care to follow the safety suggestions listed below.

Safety

1) Power Source: The unit should be connected to a power supply only of the type described in the operating instructions or as marked on the unit.
2) Nonuse Periods: When left unused for a long period of time, the base unit should be unplugged from the household AC outlet.
3) Lightning Surge: To minimize the possibility of lightning damage when you know that a thunderstorm is coming, we recommend that you:
   a) Unplug the telephone line cord from the phone jack.
   b) Unplug the power supply cord from the AC power outlet.

Installations

Environment

1) Water and Moisture: Do not use this unit near water—for example, near a bathtub, washbowl, sink, etc. Damp basements should also be avoided.
2) Heat: The unit should be kept away from heat sources such as radiators, kitchen range, etc. It also should not be placed in rooms where the temperature is less than 5°C (41°F) or greater than 40°C (104°F).

Placement

1) Stacking: Do not place heavy objects on top of this unit.
2) Foreign Material: Care should be taken so that objects do not fall onto and liquids are not spilled into the unit. Do not subject this unit to excessive smoke, dust, mechanical vibration, or shock.
3) Surface: Place the unit on a flat surface.

For best performance

1) If noise prevents the conversation from being understood at the handset, approach the base unit to lessen the noise.
2) The handset should be fully recharged on the base unit when the BATT LOW indicator flashes.
3) The handset antenna should not be touched during use because of its high sensitivity.
4) The maximum calling distance may be shortened when the unit is used in the following places: Near obstacles such as hills, tunnels, undergrounds, near metal objects such as wire fences, etc.

WARNING:
TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR ANY TYPE OF MOISTURE.

When a failure occurs which results in the internal parts becoming accessible, disconnect AC adaptor immediately and return this unit to the place of purchase or service centre.

If there is any trouble, disconnect the unit from the telephone line and connect a known working phone. If the known working phone operates properly, do not reconnect the unit to the telephone line until the trouble has been repaired. If the known working phone does not operate properly, consult with your telephone company.

This equipment has been tested and found to comply with AS/NZS 3548: 1995 limits for electromagnetic interference. Any modifications to any part of the system or to any peripherals may void the EMC compliance of the system or the peripherals.

WARNING:
This equipment will be inoperable when mains power fails.

For New Zealand Users Only

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This device only responds to Distinctive Alert cadence(s) DA1 (FaxAbility) & DA3.

WARNING NOTICE:
No "111" or other calls can be made from this device during a mains power failure.

- We recommend that a standard phone which can be used in the case of a power failure be connected to the telephone line at all times.